

# KAREN E. PHILLIPS

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(see last page for contact information)

## Profile

Karen Phillips has been an applications instructor since 1988, and a website designer since 2000.

She has the ability and skills needed to work with clients of all levels and backgrounds. Her extensive trainer experience at various institutions, including New Horizons, CTC Computer Training Centres, Knowledge Alliance and Seneca College, has given her the patience and experience needed to train in a wide variety of classroom situations, and to be effective with every type of learner. Her vast computer knowledge includes two major suites, Microsoft Office and Lotus SmartSuite, as well as elements from Macromedia, Adobe, Corel WordPerfect and others. Over the years, she has become experienced at software installation and system troubleshooting, and has contributed to the development of technical procedures manuals. As well, she has created several sets of customized courseware for clients. Karen has also been a key player in many rollouts, including several recent Outlook rollouts for the Ontario government and in the private sector. In 2002, she developed and implemented the corporate web site for Knowledge Alliance, and has developed web sites for lawyers, environmental groups, politicians, musicians and small businesses. Her web design portfolio is available at [www.PhillipsWebDesign.ca](http://www.PhillipsWebDesign.ca).

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## APPLICATIONS INSTRUCTOR

(1988-present)

### Training and Rollout Experience

- ◆ Delivered a customized course to 600 employees of GO Transit in 5 branches and corporate head office, during March-June, 2008.
- ◆ Completed a rollout for the staff of Aecon Group for all products in Office 2003; 2004-2006.
- ◆ Provided training and floor support for professional and administrative staff, for the Toronto law firm of McMillan Binch Mendelsohn, migrating from GroupWise / DeskSite to Outlook 2003 / MailSite (document management system); spring, 2005.
- ◆ Performed a rollout for CMA Ontario on the new features of Office 2003; 2005
- ◆ Lead instructor for rollout to Outlook 2000 from GroupWise for the Ministry of Finance in Oshawa, spring and summer, 2004.
- ◆ Conducted several sessions in Word 2002 for the Ontario Academy of Art and Design in the fall of 2003. Training audience was a combination of academic and support staff.
- ◆ Participated in a rollout to provide walk-about support at the law firm of Koskie Minsky in 2003 to upgrade support staff from WordPerfect to Word 2002.
- ◆ Key member of rollout team for the Economics and Business Cluster and the Ministry of Citizenship Outlook conversion training rollout in the winter of 2001-02, which included over 2000 users. Provided in-class and lecture/seminar training, walk-about consulting and help desk support, and provided one-on-one coaching for senior government ministers and officials.

- ◆ Trained numerous users from different Ministries, including MCCR, Finance, and Transportation in Windows, Microsoft Office, WordPerfect and GroupWise.
- ◆ Lead instructor for the Royal Bank rollout to Outlook and Office 97.
- ◆ Lead instructor on the OECTA rollout to Lotus SmartSuite 97.
- ◆ Participated in a several-month project in the mid-1990's training lawyers and administrative staff in Windows, and MS Word for Tory, Tory, DesLauriers and Binnington. Clients were upgrading from the DOS environment. Lawyer sessions consisted of ½ day training sessions on the basics of Windows and Word.
- ◆ Trained Windows 95, pc operation and HHT (a Bell-specific program) for a 3,000-employee rollout for Bell Canada.
- ◆ Conducted training sessions for Boeing DeHavilland as part of their rollout for Office 97, and their original employee rollout for Word 5.5, Lotus 1-2-3 and Harvard Graphics.
- ◆ Conducted training sessions over a period of several years for Consumers Gas for their company-wide rollout to Windows 3.1, Ami Pro, Excel and Freelance.
- ◆ Participated in numerous other training sessions for Consumers Gas/Enbridge over the subsequent years, including their rollouts for Windows 95, Office 95 and Office 97.
- ◆ Part of a team of trainers involved in the rollout of Enbridge's employees to Lotus Notes 4.5, which included training sessions, pc configuration and trouble-shooting.
- ◆ On a training team conducting sessions for Maritime Life's rollout to Lotus Notes 5.0, as well as pc configuration and trouble-shooting.
- ◆ One of the lead instructors for the rollout for Aetna Canada for Word 5.0, and later their upgrade to Windows 95 and Office 95/97.
- ◆ Conducted training sessions for the Financial Services Commission in WordPerfect and Lotus 1-2-3 2000.
- ◆ Trained a team of special army personnel at CFB Borden in Harvard Graphics, for mapping terrain in a conflict zone.

### **Curriculum Development Experience**

- ◆ Participated in a project for Cara to develop courseware for 'heart of house' kitchen staff, 2010.
- ◆ Designed a specialized corporate course for GO Transit, as part of a migration from Novell to Active Directory 2003 server platforms; 2008.
- ◆ Contributed to a library of technical tips for McMillan Binch; 2005
- ◆ Created and edited custom manuals for Knowledge Alliance, primarily for word processing and graphics software; 1990-2003.
  - Created courseware in Lotus SmartSuite 97 (Word Pro, 1-2-3 and Freelance) for Orica Explosives; later, for Orica, customized courseware for Microsoft Office 97 (Word, Excel and PowerPoint).
  - Created courseware in Word Pro 97 for the TD Bank.
  - Created a special survey (course assessment and needs analysis) for Canadian Tire.
  - Created Lotus Notes 4.5 and 5.0 courseware for Enbridge.

- Created courseware in Lotus SmartSuite 96 for OECTA.
- Created several procedures for in-house setup of software.
- Sponsored the re-initiation of a technical procedures manual for KA trainers.

### **Lecture Experience**

- ◆ Conducted seminars on Outlook for various Ontario government personnel.
- ◆ Presented seminars at the Enbridge employee rollout to demonstrate new features in Office.
- ◆ Presented seminars for the TD Bank in advanced PowerPoint.
- ◆ Conducted lectures for ManuLife staff in advanced PowerPoint.

### **Consulting**

- ◆ Consulted on the Lotus Notes 4.5 rollout for Canadian Tire.
- ◆ Consulted and designed a training module for Enbridge's rollout for Lotus Notes 4.5.
- ◆ Consulted on topics to be presented in the original MS Office rollout for Tories.
- ◆ Consulted on topics to be presented for both Lotus SmartSuite and Office 97 rollouts for Orica Canada.

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## **WEBSITE DESIGNER**

(2000-present)

**Note:** Applications Training and Website Design are concurrent from 2000

- ◆ Phillips Web Design & Consulting – please see [www.PhillipsWebDesign.ca](http://www.PhillipsWebDesign.ca) for services and portfolio

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## **EDUCATION AND CERTIFICATONS**

### **Certified Internet Webmaster Program – Foundations and Design**

- *Certified Internet Webmaster (Instructor) – Schulich School of Business, York University*

### **Microsoft Office Specialist**

- *Master Certification – Word, Excel, PowerPoint, Outlook, Access*

### **Adult Education/Staff Training and Development Program**

- *Seneca College of Applied Arts and Technology, Toronto, Ontario (high honours)*

### **Bachelor of Arts (Sociology)**

- *Laurentian University, Sudbury, Ontario (continuing ed.)*

## Application Knowledge and Training Experience Matrix

<b>Current</b>	
▲ Windows Vista, XP, 2000	▲ Microsoft Office 2003/2007 and earlier – Word, Excel, PowerPoint, Access, Outlook, Visio
▲ Dreamweaver, Photoshop, FrontPage	▲ HTML, CSS
<b>Previous</b>	
▲ Lotus SmartSuite – 1-2-3, WordPro, AmiPro, Freelance, Organizer	▲ Corel WordPerfect, Harvard Graphics
▲ CIW Foundations	▲ DOS, earliest versions of Windows
▲ Other communications software –Lotus Notes, GroupWise, ccMail	

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## PERSONAL

- Skiing, sailing, music –piano and bass guitar

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## CONTACT INFORMATION

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