

## CURRICULUM VITAE

### Personal details

Name: Frances Clare Harris Alushani

Nationality: British

Marital status: Married

Date of birth: 13 February 1972

### Professional qualifications 1999-2006

Microsoft Office 2003 Specialist and Master Instructor

TAP Re-Assessment

Institute of IT Training Trainer Assessment Programme (TAP) Certificate in Training Delivery Skills

Microsoft Office 97 Master Instructor

Microsoft Office 97 Specialist (Expert Level) Word, Excel, PowerPoint and Access

### Education

1991-1993 University of Southampton

Studied Economics; left in second year to pursue career opportunities

1983-1990 James Allen Girls' School, London

3 A Levels: Economics, English, Spanish

10 O Levels and GCSEs including English, French and Maths

### Contracting experience from November 2002 to current

#### From August 2006 to current

I have provided training on a freelance basis in Microsoft Office programs to several different training suppliers (Word, Excel, Powerpoint and Access, to advanced level)

#### From June 2006 to July 2006

##### LogicaCMG

Role: To re-design two existing 3-day courses together with their manuals on behalf of the Crown Prosecution Service. The result was three new 1-day courses designed to complement the introduction of new eLearning material.

#### From November 2005 to May 2006

##### Crown Prosecution Service

*Browser-based Witness Management System designed by LogicaCMG*

Role: Delivery of a presentation and eLearning modules to Crown Prosecution Service and Police Staff responsible for bringing witnesses to court.

#### From January to October 2005

London Borough of Hounslow, Social Services Department

*Swift, a Case Management System designed by Anite to assist Social Workers and Occupational Therapists*

Role: Course development, delivery and floorwalking. There were different courses for various specialist teams.

#### October to December 2004

Symbian (producer of operating systems that power many mobile phones)

*Req Man, a tool designed by Focal Point for Software Engineers.*

Role: Course development and delivery for Product Managers and Engineers.

#### April to August 2004

CMS Cameron McKenna (City Law Firm)

*A web-based Customer Relationship Management System designed by Pivotal to assist Lawyers and their Secretaries*

Role: Course development, delivery and floorwalking.

#### January to February 2004

Police

*A Case Management System designed by Vivista for various Police Forces*

Role: Co-delivery of 3 and 5 day courses. Was assessed and approved by Police's own central training department.

#### November to December 2003

Philips (Lighting Division)

*A Customer Relationship Management System designed by SAP*

Role: Course development and delivery to Regional Sales Teams.

#### April to December 2003

Crown Prosecution Service

*Browser-based Case Management System designed by LogicaCMG*

Role: Nationwide delivery of 2 day courses for lawyers and 3 day courses to administrative staff as well as floorwalking.

*Other clients have included the Environment Agency, Department for International Development and various Training Companies.*

### November 2000 to November 2002

#### In-house IS Trainer, LexisNexis Butterworths Tolley, London (Permanent)

Role: To re-establish the training provided by the Information Systems Department to over 1300 users in London, Croydon and Woking. For the last three months I was based in Human Resources.

- Redesigned the courses on offer to focus more on tasks and program features rather than levels
- Redesigned the content and structure of the IS Training intranet
- Provided training in the form of courses, 'surgeries' and one-to-one sessions
- Designed and delivered training tailored to meet the needs of specific departments
- Provided weekly New Starter Inductions
- Prepared and provided a quarterly schedule of courses
- Produced training manuals, handouts and a regular email newsletter
- Organised training required as a result of the company's Personal Development Process
- Sourced external training courses

### May 1999 to November 2000

#### In-house IT Trainer/Helpdesk Support, WWAV Rapp Collins Group Ltd, London (Permanent)

Role: To establish a new IT training section within the IT Department and provide first line Helpdesk Support to 800 users in London, Leeds and Scotland.

- Provided training in the form of half-day courses, 'surgeries' and one-to-one sessions
- Provided weekly New Starter Inductions
- Carried out Training Needs Analysis and Post-Training Evaluation
- Produced training manuals, handouts and a regular email newsletter
- Designed and maintained a training database
- Organised external IT training
- 1st line helpdesk support

### September 1997 to April 1999

#### IT Trainer and Assistant Centre Manager, Catalyst Training, London (Permanent)

Role: To deliver training and help manage two of three training venues.

- Trained groups of 1-8 delegates in MS Office and Lotus SmartSuite to advanced levels
- Assistant to manager of two City based training centres which involved scheduling rooms, installing software, administering courseware and delegating where appropriate
- Attended client meetings to design tailored courses, assessed Training Needs Analysis Forms and prepared material for tailored courses
- Involved in projects to design Access databases for clients

### June 1996 to August 1997

Assistant, Ian Kirk Associates (Sage Reseller), Bromley, Kent

### February 1995 to April 1996

Assistant to Director of Studies, King's School of English, Beckenham, Kent

### January 1993 to February 1995

LAUTRO Registered Company Representative, Whittingdale Unit Trust Co Ltd, London

Initially, I worked at Whittingdale as an administrator between school and university in 1991. I returned in 1993 to a sales and customer service role. Clients included Lloyds Names, Independent Financial Advisors and private individuals.

### References

References are available in writing from the Human Resources Departments of the following:

- LexisNexis Butterworths Tolley

Halsbury House, 35 Chancery Lane, London WC2A 1EL [www.lexisnexis.co.uk](http://www.lexisnexis.co.uk)

- WWAV Rapp Collins Group Ltd

1 Riverside, Manbre Road, London W6 9WA [www.wwav.co.uk](http://www.wwav.co.uk)

Personal references can be provided upon request.