FREDA RAMEY
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QUALIFICATIONS SUMMARY

Over 25 years of experience in program management, training project management and delivery, instructional technology, and marketing related to software engineering, management information systems, customer service delivery, computer systems. Proven ability to build strong partnerships for achieving corporate strategic goals. Experienced in developing and implementing new processes, programs, and initiatives within fast-paced, rapidly changing business environments.

Secret Security Clearance eligibility.

EMPLOYMENT HISTORY

FSK Technology Services, Inc. (Carlsbad, CA), technical training consulting firm (2003 – present)

Consultant, Founder

Incorporated with two colleagues a woman-owned small business, to pursue government and commercial contracts in technical training. Implemented business development processes and established contracting infrastructure.

Proposal development and management of prime and subcontract bids and award wins for Seaport-Enhanced prime contract; SPAWAR Systems Center Pacific, Code 41410, Software and Cost Engineering Branch; SPAWAR Systems Center Pacific, Code 53, Command & Control Technology; SPAWAR Systems Center Pacific, Code, Radio Frequency (RF) Communications Division; SPAWAR PEO C4I PMW 150 Command and Control (C2).

Commercial engagement with Advanced Marketplace, Inc., conducting HP Software Service Manager Enterprise Services Training Delivery, to provide technical training curriculum delivery for ITIL-compliant service desk ERP software products, via classroom delivery and online distance learning environment.

Consulting engagement with Pepperweed Consulting, LLC, Hewlett Packard Software partner, to develop web-based training program for pre-sales and sales consultants, including ITSM Process and IT Infrastructure consulting services, and extensive HP Software solutions and products training.

Consulting with SPAWAR Systems Command, San Diego, CA, Code 02-42 Paperless Initiatives and Management Branch, to provide technical documentation support for developing Software Requirements Specification and Requirements Traceability Matrix for Acquisition Source Selection Interactive Support Tool (ASSIST), with Vector Planning & Services, Inc. subcontract.

Peregrine Systems, Inc. (San Diego, CA), leading software engineering firm in Infrastructure Management enterprise software solutions (April 1997 to July 2002)

Program Manager, Global Peregrine Users Organization (Product Marketing and Corporate Strategy Depts.)

Developed corporate-wide pioneering program initiatives to integrate various existing customer user groups under a new independent, global organization to provide continued customer satisfaction and effective partnership with Peregrine. Acting as liaison between the company and the customer base, interfaced directly with broad cross section of customers and motivated internal corporate members from Sales, Product Marketing, R & D, and Customer Support to collaborate on corporate project rollouts of communication technologies (listservers, newsgroups), product enhancement request processes, and database surveying.

Demonstrated excellent verbal and written communication skills, including presentation capabilities and group teambuilding and management; for developing programs to solicit feedback from the Peregrine customer base for product enhancements, for facilitating customer beta-test programs for product launches, and for advising user organization on corporate structure, financials, communications, and marketing. Received corporate award recognition for implementing the global user organization.

Product Training Design Manager and Senior Product Trainer (Training Dept.)

Responsible for training curriculum design/development project management schedule for technical implementation training courses for various product lines utilizing client/server architecture in UNIX, NT, and Windows environments, proprietary database structures and various relational database systems. Managed expanding staff of trainers in design and development of customer, channel partner, and internal training courses. Managed budget (approx. $600K), resources (up to 30 contributors), and timelines (6-12 months) for in-house and outsourced development projects.

Developed, maintained, delivered, and evaluated effectiveness of advanced technical courses in flagship software product line (ServiceCenter), focusing on asset lifecycle management to lower TCO and increase ROI, change management, procurement business processes, and helpdesk problem management process.

Lead Instructional Designer and Documentation Specialist, Access Research Corporation (Carlsbad, CA), an engineering, training and documentation firm (1993-97)

Developed instructional specifications, needs analyses, evaluations, and course materials for the DoD, AT&T, Pacific Bell Video Services, Pacific Bell Mobile Services, and other customers of Access Research. Developed software/hardware documentation and presentation media for various computer applications and computerized equipment for the training environment.

Independent Market Researcher, Directions in Research (San Diego, CA), a market research and analysis company, (1990-93)

Conducted extensive survey interviews and focus groups for various clients including national banks, medical groups, product manufacturers, training firms, construction companies, and pharmaceutical companies. Designed survey instruments, evaluated survey results, and assisted in coding and compiling statistical data for client reports.

Director of Telephone Operations, Mistix Corporation (San Diego, CA), a reservations and telemarketing software services company, (reporting directly to VP of Operations), (1988)

> Designed, evaluated, and implemented supervisory, leadership development, and customer service training programs. Managed Operations Dept. that produced $3.3 million in annual sales. Supervised eight direct-report managers responsible for over 100 sales and customer service representatives.

Documentation Manager and Task Group Leader, Training Department, Computer Sciences Corporation, Systems Division (San Diego, CA), large software development and support contract, (1985-88)

> Developed management level and end-user software system training for customers at 16 Navy sites in support of contract to design integrated database system for accounting and asset management at Navy RDT&E Centers. Delivered intensive hands-on training consultation services to Navy accounting staff during system implementation. Responsible for project management schedule of 25 trainers in continuing development and quality assurance of training curriculum. Interfaced with software engineers and field activation specialists; built effective customer relations with client.

EDUCATION

Master's Degree, Communication Arts, Cornell University, Ithaca, New York (1984)
Bachelor of Arts, English, University of North Carolina at Greensboro (1979)

National Management Association Supervisory Training Courses; professional development training and seminars in supervisory skills, project management, communications skills, sales and marketing

PROFESSIONAL AFFILIATIONS

- National Defense Industrial Association Member, 2003 – Present; Board Secretary, San Diego Chapter, 2009 – 2010
- Chair, Event Planning Sponsorship Subcommittee, National Defense Industrial Association Small Business Committee, San Diego Chapter, 2003 – 2008
- Armed Forces Communications and Electronics Association Member, 2003 - Present
- Board member and Chair of Resident Services Committee, Community HousingWorks Board of Directors, Escondido, CA 1999 – 2004

PROFESSIONAL SKILLS AND EXPERIENCE

Software	Methodologies/Standards	Operating Systems
Microsoft Office Products	Instructional Systems Design (ISD) CBT, WBT	Windows 7 Pro and prior Windows XP
Adobe FrameMaker		Windows NT
Visio		UNIX
Visual Basic		MS DOS
PaintshopPro		