Linda S. Kruk
5 Kristen Lane, Norwalk, CT 06851
[redacted]

- **Accomplished** manager for projects, operations, training, and customer support
- **Creative** in product development, process design/improvement, support desk operations
- **Agile multitasker** when operating in dynamic, fast-paced environments
- **Passionate** about client, staff and student education, collaboration and success. Believes in customer centric goals and missions
- **Skilled researcher** takes the time to read, absorb and apply critical thinking which produces solid solutions to complex problems.

Owner/Principal, LSA Consulting, LLC

IT Consultant, Hudson Valley Hospital Physicians (2003 - Present)

- Supply 24x7 service and support to the entire organization as sole-source technology vendor
- Designed, authored, and implemented 4 core applications in Microsoft Access for the Hospitalist team to track and analyze patient metrics, and transition patient care back to Primary Care Physicians.
- Wrote HIPAA Compliance document for organization in compliance with Orange Regional Medical Center standards.
- Designed online self-paced Distance Learning program using FlexTraining Learning Management System.
    - Trained the contract course designer in FlexTraining e-Learning system.
    - Trained doctors and medical staff in best practices and core competencies for patient care and HIPAA compliance.
    - Produced metrics to verify training performance.
- Standardized organization on Android Smartphone platform. Trained group doctors in best practices for mobile security, accountability and collaboration
- Migrated email data and services from old mail system to Microsoft BPOS Exchange.

IT Consultant/Project Manager, Facility Operations and Maintenance, SUNY, New Paltz (2002-2003)

- Migrated legacy MS Access work ticketing system (MAXIMO) to online SaaS solution (TMA Systems).
- Worked with Division Director to customize the new database reflective of Division needs.
- Trained staff members on use of the new system until adoption was complete.

Owner/Principal, Alliance – Managed Business Systems, LLC

Diverse customer base which included retail stores, schools, legal offices, charitable and religious organizations (2008-2011)

- Core mission - to provide remote and onsite network management services
- Work included restoration and upgrade services to networks in crisis.
- Designed and implemented innovative "kiosk centric" learning centers, where computer equipment was safe-guarded against abuse by challenged, high-risk students. The concept enabled total access to learning while loss prevention of hardware and software was ensured.
- Implemented and trained teachers in educational database based software and provided learning objectives support.
- Trained legal clients in use of core document management and billing software
- Serviced all network and desktop equipment and software including servers, routers, switches, data storage appliances, backup devices, etc. including management of all maintenance contracts with equipment vendors.

ClearPoint International

General Manager (2006 - 2011)

- Managed product design, releases, training and customer support for global weather software product. Product serves recreational and professional mariners. Direct report to company CEO
- Managed marketing campaigns – designed website layout, content and functionality. Coordinated new content and promotions with email campaigns to drive new customers to the product.
- Produced promotional interactive training CD-ROM for dealers and customers
- Authored blog and newsletter for ClearPoint Weather, including live interactive media for marine event promotion and education

- Planned and implemented *Salesforce* CRM for sister company Weather Decisions, Inc. Trained sales and executive staff to insure adoption of the utility company-wide.
- Designed and managed web-based e-commerce subscription system
- Trained employees, global dealers and customers worldwide in:
    - Installation and use of sophisticated PC-based weather software
    - Integration with Iridium and Inmarsat satellite technologies
- Trained employees and dealers in communicating ClearPoint value propositions
- Recruited, trained, and managed call center personnel in ClearPoint software and problem resolution and escalation procedures
- Designed, compiled, and maintained technical documentation and the company web site. Authored help content embedded in the ClearPoint product.
- Managed relationships with contract developers, meteorology SME's, meteorologists, and data providers, as well as operational support vendors.

101Communications, Federal Computer Week

Operations & Marketing Management - Trade Shows; and Network Administration (1997 - 2003)

- Managed online marketing and email campaigns
- Designed and managed attendee registration database and ecommerce services
- Managed registration operations for flagship show: E-Gov and vertically focused technology events
    - Managed onsite networking for all company-owned trade shows
    - Trained event staff employees, hired and trained contractors
    - Coordinated and supported trainers on the conference management team
    - Designed attendee surveys, compiled, analyzed teacher performance metrics
- Managed network operations supporting publication and event staff

Arlington Diocese

Capital Campaign Manager, Queen of Apostles Church, Alexandria, VA (1995 -1998)

- Spearheaded, designed and implemented capital campaign. Raised $1.5M in 3 years for new gym construction
- Managed 300 volunteers, trained, coordinated novice project managers as fundraisers
- Designed MS Access database to track progress, donations, and donor data.

CRS Retail Systems

Computer Based Training Author (1994 - 1996)

- Designed CBT modules/products for customer setup and use of retail point-of-sale systems.
- Installed and trained new retail customer staff in use of the newly installed POS systems.

Help Desk Manager (1991 - 1992)

- Managed Night-time support center for retail POS software product
- Fielded global service calls regarding installation, setup and polling procedures
- Supported client managers in all aspects of POS software use.

Technologies/Skills

Marketing and Data-mining - SQL, Crystal Reports, Vovici, (formerly Perseus), Worldmerge
Website Design and Management – FrontPage, Joomla CMS, HTML
Database and CRM Management - Salesforce CRM, Goldmine, LexisNexis PCLaw, Scholastic Educational Enterprise Software
Learning Systems Management - Flex Training
Multi-media Authoring Software - MadCap Software Suite, Toolbook II, RoboHelp
Desktop Applications - Windows (2000, XP, Vista, Windows 7) Microsoft Office Suite (including Visual Basic, Access, Word, Excel, PowerPoint, Project); Adobe Suite CS3 (Acrobat, Contribute, Photoshop)
Network Systems Architecture, Administration and Software - Windows Server (2003, 2008), MS Exchange 2003/2007/2010, SQL Server 2005, Symantec Backup Exec (through 2010), Quantum tape backup storage devices, EMC data storage appliances

Education: Vassar College, BA, Music