

SERI R. GOMBERG

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Training Highlights

This dynamic and entrepreneurial trainer has a rare combination of analytical ability and an extroverted personality. Adept at breaking down complex concepts to facilitate understanding and internalization of new material. Successfully communicates with people from many cultural and educational backgrounds.

Core Competencies include:

- Largest software classroom taught: 30
- Oldest student: 92
- Power user of MS-Office
- Simplest skill taught: how to use a mouse
- Supportive training style
- Quickly masters new software

Training Experience

SalesForce tutoring. Kehilla Community Synagogue. October to November 2011.

Classroom software trainer: C-IV and imaging solution. SolutionsWest. July 2009 to April 2010 (full time).

Computer tutor for adults (one-on-one; oldest student was 92). March 2003 to May 2010.

Knitting instructor, including developing curriculum. Big Sky Luxury Yarns. March 2006 to March 2007.

Database training and troubleshooting. June 1991 to January 1994.

Professional Experience

Academic Senate Administrator (temporary)

Napa Valley College

Napa, CA

October 2011-present

- Providing administrative support to Academic Senate President and other Officers.
- New software tools mastered include SharePoint and RemarkScan.

Welfare Eligibility Worker/Software Support (temporary)

Marin County

San Rafael, CA

2010-2011

- Assisted other workers in researching, troubleshooting and solving issues with software, including e-Apps and Imaging.
- Provided explanations and directions to applicants regarding benefit levels and reporting requirements, as well as laws, rules, regulations, policies and procedures of public assistance programs.

Software Trainer and Implementation Support Specialist (contract)

SolutionsWest

Sacramento, CA

2009-2010

Provided classroom training and over-the-shoulder implementation support on specialized welfare programs to county employees.

- Delivered existing training content. Provided first-line technical support in lab. Administered and recorded student assessments.
- Coached and assisted students in web-based training and a simulated environment.
- Provided daily support to welfare workers at their desks in using the C-IV software to track their clients.

Computer Skills

Computer proficiencies include various versions of the following, as well as several proprietary applications:

Power User

- MS-Word, Excel, Powerpoint
- HTML
- Formulas and functions
- Mail Merge

Intermediate User

- Windows 7, XP
- Outlook
- RemarkScan

Used

- Pivot Tables
- MS Access
- SalesForce
- QuickBooks

Education and Training

Hebrew University, Jerusalem, Israel

- M.S. (cum laude) in Biological Chemistry, 1992
- B.S. in Biology with minors in Mathematics and Computer Science, 1989

Continuing Education

- *Principles and Practices of Performance Improvement Institute*, ISPI, San Francisco, 2009
- *Supervisory Development Lab*, University of California, Berkeley, 2002
- *ArsDigita Boot Camp: AOLServer, TCL, SQL and XML*, ArsDigita, Berkeley, 2000
- *Introduction to Project Management*, UCSF, San Francisco, 1996