

Menna Williams - CV

Dolcoed, 36 Abergwili Road, Carmarthen, Carmarthenshire, SA31 2HQ
Home – 01267 243581 Mobile – 07909 785900 Email menna@ace-training.co.uk

Profile

A highly motivated and energetic learning and development trainer and consultant whose specialism in technology training has been applied widely across public and private sector organisations. A dedicated professional who believes in investing in the development of others to help them achieve their potential. A team player involved in many business projects. Self-motivated in developing new skills and qualifications to keep competitive.

- Welsh Speaking - Microsoft Office Professional Trainer
- MOS MASTER in Office 2010
- SAP trainer with 12 months experience on Hanson UK Ltd nationwide
- Project Manager for databases e.g. client database, drug manufacturing, student enrolment
- Assistive software trainer to dyslexics in the workplace and students
- NVQ assessor in IT – bilingual
- Proctor for MOS exams via Certiport.com
- Fujitsu Security Clearance expire 19/07/2018
- Volunteer and Trustee for Dyslexia Wales/ Dyslecsia Cymru
- Extensive experience of diverse environments, government, education, construction, engineering, energy, media industries and charities
- Classroom style training, one-to-one support, floor-walking and e-learning support
- Training Needs Analysis to develop a training program to meet customers' needs
- Excellent organizer, managing own business and networking with many businesses
- Good interpersonal skills working independently and as a team player

EMPLOYMENT HISTORY

Director, Ace Training and Development Ltd: *Sept 1987 – Present*

- Extensive experience developing and managing Training Courses for a wide range of environments, at all levels in English and Welsh specialising in Microsoft and supporting bespoke software.
- Worked on many UK-wide contracts e.g. SAP and Microsoft roll-outs, in English and Welsh.
- Lead trainer on accredited courses at Cardiff University in MOS and ECDL.
- Project Manage database development and Office applications to aid organisations utilise their investments effectively.
- Manage TNAs, contracts, training, documentation, delivery, feedback for business success

Welsh Speaking - Microsoft Office Professional Trainer: *Sept 1987 – current*

Documentation written bilingually and on-site support provided in the Welsh version of Microsoft Office 2010 and bespoke software. Designed and delivered courses to all staff.

MOS MASTER, Cardiff University, UK: *June 2006 – current*

Lead Trainer on MOS Core and Expert Level courses delivered to staff. Bespoke training designed for departments. Consultation on databases and spreadsheets developed for various departments.

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SAP Trainer, Hanson UK Ltd: August 2011 – July 2012

Materials Management and Sales & Distribution for over 400 sites UK-wide

Database Developer and Project Manager: Sept 1991 – current

Scoped system requirements for database projects. Prepared project plans to phase development. Designed and built a varied range of databases to meet customers' needs.

NVQ Assessor in City and Guilds Business Administration for Welsh Government: March 2008 – July 2008

Delivered training course, marked and assessed coursework reporting to the Internal Verifier

ECDL Tutor on European Funded courses: June 2004 - June 2006

Lead Trainer for European funded courses in the Gwendraeth Valley delivering Computer Courses to the Community in conjunction with Swansea University. Bilingual courses.

Training Facilitator, Census 2011: Jan 2011 - April 2011

Facilitating courses on interpersonal skills including, customer services excellence, time management, effective communication skills, leadership & management for Census 2011.

Microsoft Office Professional Trainer and Project Manager, Cerebra UK Ltd: Jan 2010 - Dec 2010

Prepared an Induction Program for the charity, liaising closely with management. Developed all courseware and delivered training.

Dyslexia Support Tutor and Dyslexic Assessor: September 2007 – 2009

Student support on a range of assistive software. Assessor in the Workplace in accordance with the Equality Act 2010

EDUCATION AND TRAINING

Dyslexia Assessor in the Workplace , University of Wales TSD- 2013

SAP Trainer – Practical training experience in Sales Order Processing, Materials Management – 2011/12

PRINCE2™ Registered Practitioner, Project Management – 2009

MOS (Microsoft Office Specialist) MASTER – 2010

OCR Certificate for Teachers of Learners with Specific Learning Development - 2001

European Computer Driving License (ECDL) in English and Welsh – 2004

CompTIA CTT+™ Certified Professional - 2001

CTT Certified Technical Trainer – 1997

City & Guilds - D32 & D33 NVQ Assessor in Training and Development – 1997

Microsoft Certified Professional Trainer – 1995

Institute of Personnel and Development - Certificate in Training & Development – 1994

B.Sc. (Honours) in Geography – 1981

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ICT “Roll-outs” include: - Menna Williams				
Date	Project	Location	Role	OS/Software
Jan 2013 – current	Welsh Book Council	Aberystwyth	Training Delivery in Welsh language	Microsoft Office 2010
Sept 2011-July 2012 (12 months)	Hanson UK Ltd	All UK	Training/ Development/ Support	SAP Sales Order Processing and Materials Management
2011 (4 mths)	Census 2011 Capita & ONS	Wales	Training – software skills	Soft skills – Communication, management, HR, Payroll
2010 (12 mths)	Cerebra	Carmarthen	Training/ Support	Office 2007
2010 (1 mth)	Morgan La Roche (Solicitors)	Swansea	Training / Support	Office 2010
2009 (1 mth)	South Hook Lng	Milford Haven/ London	Training / Support	XP/2007/Outlook
2007 (10 mths)	Welsh Water (Vanilla)	Wales	Training / Support	XP/2007/Outlook
2006 – current	Cardiff University	Cardiff	Training/ Support	All versions Microsoft Office up to 2010, Rhythmyx CMS, Business Objects Online
2006 (1 mth)	Zurich Insurance	London/ Cardiff	Training / Support	XP/2003/Lotus Notes
2005 (3 mths)	Vosa / Mot Computerisation	Nationwide	Training / Support	Bespoke
2004/05 (3 mths)	BMI	Castle Donnington & Heathrow, London	IT Audit/ Training / Support	XP/ 2003/ Outlook
2000 – current	Gower Business Systems Ltd	South and West Wales	Training/ Support to Solicitors	Document Management System/ All Microsoft Office Suite/ Windows OS
1998 – current	Welsh Government	All Wales	Training/ Support	Bespoke/ All Microsoft Office software, up to 2010/ ORMS (recruitment and selection)