

**TED A. KOPP**  
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## **CAREER SUMMARY**

Current computer teaching work. Extensive Information Technology experience, with a strong track record in all aspects of systems development. Proven ability to quickly get up to speed in use of new tools and techniques. Proficient at performing various roles, including as instructor, designer, technical lead, and mentor.

## **SKILLS**

Training	Technical Writing	HTML
Instructional design	Courseware development	Social Media
MS-Office	Adobe tools	Editing
Troubleshooting	Customer service	Interviewing
Quality Control	UNIX	Oracle scripting

## **WORK EXPERIENCE**

**Henrico County Public Schools**, Richmond, Virginia 2010-present

### **Adult Education Instructor**

- Currently teaching eight-week Basic Computer for Beginners classes
- Prepared curriculum and lesson plan for above course

**pcLearning4U**, Richmond, Virginia 2009-present

### **President**

- Founded this company in 2009 to provide computer training services

Richmond, Virginia 2007-present

### **Computer Trainer / Technical Writer / Social Media**

- Volunteered as computer class assistant for local public library
- Created and managed eight Social Media-based Courseware Development groups on networks such as LinkedIn, Facebook, and Twitter
- Built and maintained the Courseware Development Blog, [coursewaredev.blogspot.com/](http://coursewaredev.blogspot.com/), the home page for all of the above groups
- Gained valuable connections on above networks via evaluation of member profiles

**Veredus**, Richmond, Virginia 2011

### **Senior Consultant**

- Instructional Designer for SunTrust Bank
  - Developed four Web-based training courses for the Mortgage division of this client, using Lectora
  - Prepared documentation for above using MS-Office, SharePoint, and Snagit

**US Census Bureau, Richmond, Virginia** 2010

**Enumerator**

- Interviewed respondents who had not completed their mail-in questionnaires
- Gained customer service experience via above
- Conducted quality control follow-up surveys for vacant and non-residential properties

**Modis, Richmond, Virginia** 2007

**Consultant**

- Instructional Designer for Philip Morris USA
  - Created and published four Web-based training courses for this client
  - Developed text, simulations, review exercises, and graphics for above courseware, using Dreamweaver, Captivate, and Photoshop

**EDS (now part of Hewlett-Packard), Richmond, Virginia** 1991-2007

**eLearning Developer / Information Specialist**

- Service Delivery Automation / ITIL Initiative project for EDS Training Department
  - Produced and published Web-based training for this global virtual project
  - Developed text, animations, and graphics for above courseware, using Lectora, Flash, and FireWorks
- Sprint Nextel
  - Created, and was Webmaster for, EDS Nextel Account web site, to collect and disseminate account-related information
  - Developed Web pages for help desk application (available to staff of over 10,000), using JSP, JavaScript, and HTML
  - Programmed over ten UNIX-based Oracle PL/SQL client reports
- TennCare (Tennessee Medicaid)
  - Led meetings with EDS and State of Tennessee personnel dealing with Audit and Security issues; served as liaison from EDS to the State regarding these issues
  - Wrote over ten SQL queries for Testing team
  - Developed new Unix/Oracle/C applications for Enrollment and System Wide teams
- Served as co-leader of EDS Medicaid Community, to facilitate IT-related communication between EDS people working on Medicaid accounts
- Developed COBOL applications on mainframe for NCXIX (North Carolina Medicaid)
- Served as technical lead for National Association of Security Dealers regulatory division
  - Supervised development work of two people, in UNIX/Oracle/C environment
  - Oversaw production implementations
  - Prepared program and database design documents
- Worked on EDS-sponsored volunteer effort for local Math and Science Center class management system, in Websphere/DB2/JSP environment

**FORMAL EDUCATION**

Princeton University, BA, Mathematics

University of Chicago, Graduate Study, Meteorology

American Institute of Banking, General Banking Diploma

Collin County (TX) Community College (Distance Learning), C/C++/Java

**AFFILIATIONS**

- EDS Mentor Program, Richmond, VA, elementary school mathematics
- Lions Club, Richmond, VA, fund-raiser, secretary