



Kathy Zeiser

2175 Alamo Square Way
Reno, Nevada 89509

Tel: 775.827.1211 e-mail: kathy@azconsulting.us
Fax: 775.786.9796 web: www.azconsulting.us

PROFESSIONAL
PROFILE:

Over 25 years of training experience with individual, classroom, and peer training including:

- Lesson planning and preparation
- Handouts and materials creation
- Needs assessment
- Class presentation
- Skills pre-testing and post-testing

PROFESSIONAL
ACCOMPLISH-
MENTS:

Training Certifications:

- Bill & Melinda Gates Foundation Instructor Training, 2001
- Dale Carnegie Leadership Training, Graduate and Graduate Assistant, 1996 and 1997
- State of Nevada Department of Personnel – Put it in Writing, 1996
- State of Nevada Peace Officer Standards and Training (POST) Instructor Development, 1994
- Rockhurst College Continuing Education – Image and Communication Skills for Women, 1994

Training Experience:

- Development and instruction of patron classes for WCLS Technology Training Classes, 2009
- Development and instruction of class training for WCLS Integrated Library System, 1999-2007
- Development and instruction of patron classes for Basic Computer Use, 2005-2007
- Development and instruction of patron classes for Basic Internet Use, 2004-2007
- Development and instruction of subordinate training in State of Nevada NCIC certification, 1988-1996
- Development and implementation of peer training program, Washoe County Sheriff’s Office, 1988-1989
- Instructional Aide, elementary school level, 1973-1977
- Instructional Aide, English as a Second Language (ESL), 1977-1979

Customer Service Experience:

- Department Computer Specialist, 1999-2007: direct contact with peers and patrons, computer use assistance, public service desk direct, and phone contact
- Records Supervisor, 1992-1999: direct and phone contact with public, direct supervision, and problem resolution
- Central Control Supervisor, 1988-1992: direct and phone contact with public, direct supervision, and problem resolution
- Public Safety Dispatcher and Dispatch Supervisor, 1982-1988: phone contact with public and direct contact with subordinates and peers, problem resolution.
- Instructional Aide, 1972 – 1979: direct contact with students and teachers

PROFESSIONAL
EXPERIENCE:

WASHOE COUNTY LIBRARY SYSTEM

Reno, NV APR 1999 to DEC 2007

Position: Department Computer Specialist Contact: Nancy Keener

WASHOE COUNTY BUSINESS LICENSE

Reno, NV DEC 1996 to APR 1999

Position: Plans Permits and Application Aide Contact: Bob Webb

WASHOE COUNTY SHERIFF'S OFFICE

Reno, NV

MAR 1988 to DEC 1996

Position: Central Control Supervisor

Contact: Carla Fells

Position: Records Supervisor

Contact: Debbie Campbell

CITY OF RENO

Reno, NV

SEP 1982 to MAR 1988

Position: Public Dispatch Supervisor

Contact: Gale Bowen, RPD

Position: Public Safety Dispatcher

Contact: Gale Bowen, RPD

BALDWIN PARK UNIFIED SCHOOL DISTRICT

Baldwin Park, CA

AUG 1973 to JUN 1979

Position: Instructional Aide

Contact: Unknown

EDUCATION:

TRUCKEE MEADOWS COMMUNITY COLLEGE

Reno, NV

Computer and Office Technology Certification, 2003

PERSONAL

Mr. William Carlin

Ms. Corinne Dickman

Ms. Rayna Brachmann

REFERENCES:

775.327.8348

775.424.1843

775.324.7979