

Arthur W. Maul, Jr.

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SUMMARY

Results-oriented course developer and trainer in hardware and software products. Significant experience in electronic and computer systems with A+ Certification. Designed service and operation classes for terminals, controllers and server equipment. Managed multiple projects from design process through course deployment. Highly organized team player with excellent attention to detail and follow through. Ability to communicate complex material into meaningful learning.

PROFESSIONAL EXPERIENCE

NCR CORPORATION, Dayton, Ohio

Learning Consultant, (1998 – 2002)

Developed and taught classes on mechanical, and electronic, hardware and software equipment both NCR and OEM retail equipment. Class deliveries were instructor taught and multimedia on CD-ROM with WEB testing.

- Designed, developed and delivered multimedia service training course for a new product, utilizing multiple learning paths for different levels of experience.
- Developed and implemented service training program utilizing Long Distance Training medium, achieving aggressive rollout schedule of 700 locations within 3 months.
- Identified customer service issues and enhanced existing course to more effectively meet customer's needs, significantly reducing down time of customer's system.
- Conducted approximately 90 classes of varying products with 700 students.

Educational Analyst, OEM Group (1986 – 1998)

Developed and taught classes on personal computers based, electronic equipment.

- Developed 4-day hands-on class to reduce repair time and improve quality of repairs resulting in improved customer satisfaction.
- Conducted approximately 275 classes of varying products with 2140 students.
- Received Recognition Awards for significant contributions.

Instructor/Course Developer, (1980 – 1986)

Updated and taught courses on general products and systems group products.

- Improved associates' performance by changing focus of class from mechanics of component removal to better time utilization when testing circuit boards and changing software parameters.
- Conducted approximately 125 classes of varying products with 1124 students.

Field Engineer, Cherry Hill, NJ. (1975 – 1980)

Maintained retail, Point-of-Sale, financial and commercial equipment.

Service Representative, Bridgeton, NJ. (1966 – 1975)

TRAINING/CERTIFICATION

- A+ Certification.
- Salem County Community College, Penns Grove NJ.
Electronics and Instrumentation Certification.
- Airborne Communications and Navigation Training, United States Air Force.
- Numerous courses/classes for technical and professional development.

MILITARY

United States Air Force Reserve

1967 - 1973