



Dawn Bjork Buzbee
The Software Pro®
Speaker ♪ Trainer ♪ Consultant

11675 Bent Oaks Street, Suite 200
Parker, CO 80138
Office: (303) 699-6868
Fax: (303) 766-0886

Geek Speak Becomes People Friendly™



Dawn@SoftwarePro.com
www.SoftwarePro.com

Meet Dawn Bjork Buzbee, MCT

Background

Dawn Bjork Buzbee is The Software Pro® a Microsoft Certified Trainer with over 20 years experience *transforming geek speak into people friendly*.

A professional software speaker, trainer, consultant, author, and business owner, Dawn simplifies complex processes with an informative and entertaining approach and delivers content that is immediately useful. Dawn has helped more than 100,000 individuals from Fortune 500 companies, government, and other organizations to learn smart, easy, and productive ways to use software and technology more effectively.

Microsoft has awarded Dawn with the certification of *Microsoft Certified Application Specialist (MCAS) Instructor* and *Microsoft Office 2007 Specialist (MOS 2007) Master Instructor* for her expertise in Microsoft Office 2007; she is one of only two MCAS Instructors in Colorado and is a member of an elite group of less than 50 people across the United States that have earned this recognition. Worldwide, there are fewer than 100 MCAS Instructors! Dawn has also earned recognition with 30 certifications including:

- u Microsoft Certified Trainer (MCT)
- u Microsoft Office 2007 Specialist (MOS 2007) Master Instructor; also certified Word 2007 Expert and certified Excel 2007 Expert
- u Certified Microsoft Office Specialist (MOS) Master Instructor with a proven track record in Microsoft Word, Excel, Outlook, PowerPoint, and Access

With her uncommon mix of technical and communication expertise, Dawn can help:

- u Bring valuable and timely technology education to your next conference or meeting
- u Create, deliver, and support customized programs, training, presentations, documentation, and special projects
- u Give employees a more personalized, practical, and in-depth way to build their expertise and move forward in their careers
- u Deliver custom learning tools including books, manuals, reference guides, and video instruction
- u Customized training provided within flexible formats including formal classroom instruction, webinar or web-based training, one-on-one software coaching, and other tailor-made methods
- u Upgrade or update software programs and procedures



Instructor

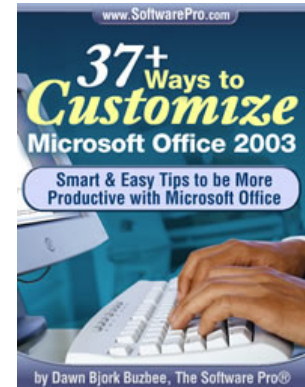


Credentials and Education

- u More than 20 years experience as an independent software trainer, speaker, consultant, writer, author, and problem-solver.
- u Recognized as a Microsoft Certified Trainer (MCT).
- u Microsoft Office 2007 Specialist (MOS 2007) Master Instructor.
- u Awarded the designation of Microsoft Certified Application Specialist (MCAS) Instructor; less than fifty Microsoft Certified Application Specialist (MCAS) Instructors across the United States and fewer than one hundred MCAS Instructors worldwide.
- u Microsoft Office Specialist (MOS) Master Instructor.
- u Microsoft Office 2007, 2003, XP/2002, 2000 & 97 Master certifications which designates expert level knowledge for each Microsoft Office program: Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Access, Microsoft Outlook.
- u Extensive experience supporting major software roll-outs and upgrades including all programs in the Microsoft Office 2010 and Microsoft Office 2007 suites.
- u Expertise in many business software applications.
- u Certified as a Women's Business Enterprise (WBE), The Software Pro® is a 100% women-owned small business.
- u Premium Contributor/Writer for OfficeArrow.com, the world's first online collaborative community developed specifically for office professionals, by office professionals.
- u Professional Member, National Speakers Association.
- u Member, CSIA (Colorado Software & Internet Association), Colorado's Technology Association.
- u Bachelor's degree in Business Administration, Marketing and International Business, University of Colorado-Boulder.
- u On-going education on software applications, adult education, communications, presentation skills, training techniques, business management and personal development.



With more than 50 video training programs to her credit, **The Software Pro**[®] has written 4 books and has also created practical training guides and tutorials, numerous articles, software references, tips and tricks, and other learning resources on productively working with Microsoft Office programs.



Software Expertise

Supported Windows software applications include:

- u Microsoft Office 2010, 2007 & 2003 *
- u Microsoft Access 2010, 2007 & 2003 *
- u Microsoft Excel 2010, 2007 & 2003 *
- u Microsoft Word 2010, 2007 & 2003 *
- u Microsoft PowerPoint 2010, 2007 & 2003 *
- u Microsoft Outlook 2010, 2007 & 2003 *
- u Microsoft FrontPage 2003
- u Microsoft Publisher 2010, 2007 & 2003
- u Windows 7
- u Windows Vista *
- u Windows XP
- u Adobe Acrobat Professional
- u Adobe Photoshop/Photoshop Elements
- u Microsoft Internet Explorer
- u COGNOS Connection
- u COGNOS Query Studio
- u COGNOS Analysis Studio

* *Microsoft Certified Expert and Master Instructor*

Additional information as well as great software productivity tips and tricks are available at www.SoftwarePro.com

The **Software Pro**[®]

Dawn Bjork Buzbee - The Software Pro[®]
 11675 Bent Oaks Street, Suite 200 - Parker, CO 80138
 (303) 699-6868 - Fax: (303) 766-0886
 Dawn@SoftwarePro.com - www.SoftwarePro.com