

DAVID S. BROWN
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TRAINING PROFESSIONAL

Highly motivated, enthusiastic Training Professional specializing in eLearning, Distance Training, and Instructional Design. Proven track record of building new training programs as well as improving existing processes and systems. Successful in developing creative, innovative solutions with real business impact. Collaborative leader with expert communication and motivational skills. Ability to transform groups into cohesive successful teams.

FLIR Systems, Nashua, NH

2009 – Current

The world's largest manufacturer of Infrared Cameras.

Director, Infrared Training Center

Leading a team of 11 senior trainers and staff responsible for high level instruction on infrared thermography instruments as well as test and measurement equipment used in a wide range of applications.

- Addressed rapidly evolving marketplace with innovative scalable partnerships with external educational organizations.
- Quickly validated credibility in a new high-tech industry through trade magazine articles, videos, and presentations at tradeshow and conferences.
- Increased revenues by 32% during first full year.
- Earned first-in-industry accreditation by IACET to provide professional CEUs for students.
- Increased brand awareness by orders of magnitude by leveraging a nationwide network of skilled trades educators through two new ITC Partners Programs.
- Designed new website (www.infraredtraining.com) which significantly improved both the search engine rankings and the quality of the brand.
- Designed a new unique world-class training facility integrating real-life image-able targets and employing sound adult learning theory principles.
- Chaired *Inframation*, the World's largest Infrared Thermography conference during 2009, 2010, and 2011.

Control Solutions International, Nashua, NH

2008 – 2009

The country's first cosourced provider of Internal Audit services.

Manager, Training and Development

- Obtained sponsorship status to award CPE credits for distance learning.
- Developed a formal two-week Boot Camp for New (and existing) Hires.
- Deployed HRIS Training Module providing automated course registration and CPE tracking.
- Initiated Weekly Training Webcasts on a variety of technical and industry-related topics.
- Deployed archive system to make recorded webcasts available to the entire company.
- Functioned as primary liaison with Managing Partners in International offices; assisted new International affiliates with orientation to company.

Paper Moon Dance Center, Merrimack, NH

2002 – 2008

Paper Moon Dance Center is New Hampshire's largest and busiest independent ballroom dance studio

Principal / Director of Operations

- Built \$400k/year business servicing over 250 weekly customers from start-up.
- Attained profitability within 6 months.
- Managed and coached 12 instructors and staff members.
- Designed and optimized papermoondance.com website, ranked number 1 in its category on Google
- Deployed technology solutions including MS Server, Exchange, Crystal, etc. resulting in streamlined operations, improved record-keeping, and reduced administrative overhead.

PricewaterhouseCoopers, New York, NY

1997 - 2002

*PricewaterhouseCoopers is the world's largest professional services organization***Global Technology Education Manager (1999-2002)**

Responsible for oversight of technology education needs of all 160,000 partners and staff in the firm.

- *Global Vendor Management*: Negotiated the consolidation of numerous overlapping regional contracts into a single global contract. Leveraged the recently merged firm's increased buying power to save ~\$150,000/year and reduce administrative overhead.
- *New Hire Training*: Designed and implemented an 8-hour Computer-based Training (CBT) course for the training of all new hires on the topic of firm technology. Standardized new hire technology training across all lines of service. Created potential savings of ~\$182,000/year.
- *Alternative Delivery Systems*: Successfully implemented a firm-wide Technology-based Training (TBT) solution using an internal Lotus Notes tool. Provided global access to online training resources.
- *Global Technology Education Standing Task Force*: Created and chaired a global team of technology education specialists. Developed and maintained high quality global standards, policies, and procedures. Improved sharing of training resources between two recently merged professional services firms.

Regional Technology Training Manager (1997-1999)

Manager of the team that trained ~8,400 partners and staff in the New York Metro Area. Responsible for all phases of the end-user training program.

- *Project Management*: Integrated two legacy training programs during merger process. Created the "model" training program for the firm.
- *Process Improvement*: Replaced existing paper-based evaluations with electronic system. Automated classroom evaluation process – currently used by more than 3,000 students per month. Significantly improved quality and speed of management access to training data.
- *Operations*: Standardized the training environment through upgrades in hardware and software in training rooms, improving maintenance and facilitation processes. Trainer classroom preparation time was reduced by over 75%.
- *Personnel*: Responded to organizational growth through the hiring and development of new staff and consultants. Increased training volume by more than 75%.

University of Medicine and Dentistry, Newark, NJ 1994 - 1997*UMDNJ is the largest Health Sciences University in the nation.***Computer Training Manager**

Implemented comprehensive technology training program for the university community. Managed internal and external (vendor-provided) trainers. Delivered end user training.

- *Implementation*: Built program that provided first opportunity for technology training for ~16,000 faculty and staff. Designed and supervised construction of new state-of-the-art technology training classroom. Significantly improved employee productivity and utilization of capital equipment.
- *Process Improvement*: Implemented automated registration system to replace manual process. Improved efficiency and saved ~\$30,000 per year.
- *Communications*: Designed and edited technology newsletter to over 12,000 readers. Significantly increased volume of technology procurement and training services.

EDUCATION**Master of Education in Educational Administration**, Columbia University-Teachers College, NY.**Master of Science in Education**, Western Connecticut State University, Danbury, CT**Bachelor's Degree in Education**, Wheaton College, IL.**PROFESSIONAL AFFILIATIONS****American Society of Training and Development****Association for Supervision and Curriculum Development**