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Martek Consulting: Where Business Growth Gets Exciting


Welcome to the Martek Consulting world – where small and medium-sized businesses find their wings and soar. I'm the brain behind this operation, and I've been around the block with a ton of experiences to share.


 **Experience That Pops:** My journey is like a thrilling rollercoaster ride through various roles and industries. We're talking instructional design, ChatGPT wizardry, technical writing, and more. My thing? Creating user experiences that are nothing short of exceptional. I've even had the pleasure of training over 2,500 individuals, and they tell me I'm a pretty engaging speaker at conferences and industry events.


Skills? I've Got a Few:


- ChatGPT, consider it conquered.
- End-User Documentation, my playground.
- Technical Writing, I write stuff that works.
- Agile Project Management, I'm the guide you need.
- Personal Branding, my secret sauce.
- Career Development, I've got the roadmap.
- Single Source Methodology, it's my thing.
- Training & Development, I rock it.
- User Assistance, consider it done.
- Resume Writing, I make you shine.


What I Do:

 **Martek Consulting, Founder and Principal (2022 – Present):** I'm the head honcho here. My gig? Providing business development services for small and medium-sized businesses. I work my magic in communication, training, and content strategy to make sure businesses thrive. Or perhaps you're an ambitious professional seeking to boost your career prospects? Look no further than MarTek Consulting.

 **Georgia System Operations, Tucker, GA (2008 – Present):** I'm the Technical Documentation Specialist. I lead the charge in documentation, training, and content delivery for a power generation and transmission management company. You could say I'm a bit of a big deal, recognized as a case study for system capabilities and an Agile Project Manager for a significant portal conversion project.


 **4T Technologies, Alpharetta, GA (2006 – 2008):** Here, I was the "cleaner." I came in to save the day with my knack for bridging the gap between business requirements and tech components. It's like fixing a mismanaged project puzzle.

 **PCC Technology Group, Hartford, CT (2002 – 2006):** I flexed my muscles as an IT Consultant and Trainer. I whipped up customized Microsoft Office training programs and led training sessions for regional SMEs.

 **Swiss Reinsurance Corporation, Armonk, NY (1996 – 2002):** I started as a Help Desk Analyst/Trainer, supporting over 3,000 employees across 15 locations in the United States. Then I took the wheel as an IT Manager/System Analyst/Trainer, making the tech world my playground.

 **Some Notable Wins? Sure:**

- I slashed training budgets for 38 member companies by a cool 34% by weaving web-based magic into training.
- I got nominated for the 2013 and 2012 Keystone Awards. Excellence in training results and groundbreaking instructional methods – that's me.
- I took Doc-To-Help and turned it into a cost-effective web-based content management system. They even used it as a case study.
- I was the rescue squad, saving a mismanaged documentation project.

And That's Not All:  **AI Prompt Expert - Experience experimenting with pre-trained ChatGPT models - present.**

 **Awards and Certificates? I've got those too.**

- ProBooster Certificate, WritersUA Conference for Software User Assistance, 2013.
- Technical Writing Certificate, Kennesaw State University, Kennesaw, GA, 2011.
- Documenting Investigations Training, Pathwise, 2011.
- Society of Technical Communication Certificate, Topic-Based Authoring, 2010.
- Process Modeling with CA Erwin Process Modeler training, Axis Software Designs, 2010.
- Content Management Certificate, Society of Technical Communications, 2009.

Giving Back to the Community:

- Public Relations and Communications, Georgia Caribbean American Heritage Coalition.
- Presenter and Member, Society for Technical Communications.
- Career Development Coach, Dress for Success Atlanta.

 **Tech Toolbox? I've got it all:**

- MadCap Flare, Wiki, MS Exchange.
- Adobe Acrobat, Access, Publisher, Visio, FrontPage, SharePoint, Photoshop, Report Writer.
- Enterprise v5.0, Lotus Apps.
- Microsoft Teams, Live Meeting, TFS, WebEx, Camtasia, InfoPath, Snagit.
- Zoom, Go-to-Meeting, HAT, SCRUM, HTML5, JavaScript.
- Microsoft Windows OS, Microsoft 365.
- Help Desk Management Software.
- Video Creation Software.

 **Hardware? I've Played With It All:**

- IBM, Dell & HP Desktops & Laptops, iPhone

 **And I Speak Network:**

- HTTP, TCP/IP, SMTP, VPN, WiFi.

 **Standards? I Know Them Well:**

- IT Infrastructure Library (ITIL), SDLC, Basic SQL.

That's a bit about me! Ready to create some exceptional experiences together? ✨ Don't be a stranger, let's chat and make some magic happen! 💬🚀