

# SUE LANE – RESUME

GILBERT, AZ 85296

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## SUMMARY

20 years experience successfully managing, developing, and delivering a wide variety of training programs in business environments. Additional strengths include excellent verbal and written communication skills, project management skills, and ability to organize and develop productive teams. Equally comfortable as a leader or as an individual contributor, working alone or on a team.

## WORK EXPERIENCE

### 1995 - PRESENT SUE LANE & ASSOCIATES, CAMARILLO, CA & GILBERT, AZ

#### *Independent Training Consultant*

- ♦ Combined my extensive and varied training experience with my international consulting experience to provide assessment, development, and delivery services to a variety of clients in a variety of industries. Clients have included NCR Corporation, PETSMART, Twentieth Century Fox, and KeyBank. A complete Client & Project List is available upon request. For more information visit [www.suelane.com](http://www.suelane.com).

### 1992 - 1995 LOGICA INC., LOS ANGELES, CALIFORNIA

#### *Director of Training & Senior Consultant*

- ♦ Managed development and delivery of technical and end user training provided to business clients throughout the U.S. and internationally. Course offerings included 30+ programs to support implementations of new products, procedures, PC-based systems, and mainframe systems. Training methods included classroom training, written self-study, CBT, video, job aids, train the trainer, and mentoring.
- ♦ Established end user training as new business. Participated in all aspects of business including marketing and sales.

### 1991 - 1992 SECURITY PACIFIC BANK ARIZONA, PHOENIX, AZ

#### *Manager, V.P.*

- ♦ Managed Training and Development Department, with budget of \$1 million, to provide training programs for sales/service quality initiatives, employee development, human resource policies, management skills, operational procedures, PC applications, and external education for 3,000 employees in 120 branches and departments.

**1979 - 1991****SECURITY PACIFIC BANK/THE ARIZONA BANK, PHOENIX, AZ***Project & Skills Training Administrator, A.V.P.*

- ♦ Developed and managed staff responsible for needs assessment, design, delivery, and evaluation of skills training programs to support on-going operational training needs as well as bankwide implementations of new products, systems and procedures.
- ♦ Participated on project teams from concept through implementation, working directly with representatives from operations, data processing, marketing, and security to propose and coordinate training for implementations of new products, systems, and procedures.
- ♦ Designed and taught writing, supervisory skills, stress management, time management, job strategies, customer service, and a wide variety of systems and operational training programs.

**E D U C A T I O N**

Arizona State University; Tempe, Arizona  
M.A., English Literature & Language

State University College of New York; Oneonta, New York  
B.A., English with Secondary Education Teaching Certification

**A D D I T I O N A L   A C C O M P L I S H M E N T S**

- ♦ Graduate of Univ. of Colorado, Graduate School of Human Resources
- ♦ Instructor for Adult Education Program (English as Second Language, Graduate Equivalency Diploma, Adult Basic Education programs)
- ♦ Instructor for United Way Women Off Welfare Program
- ♦ Member of American Society of Training & Development