

Ted Greenberg

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OBJECTIVE: Writer/Editor

PROFILE:

Dedicated professional with diverse writing, editing and general business skills. Comfortable working with management, staff, and clients. Life-learner interested in developing and applying new skills. Intermediate level Spanish language proficiency. Technical skills include Apple OS/X and Windows, Microsoft Word, Excel, PowerPoint, Outlook, Publisher, Adobe Photoshop, and others. Comptia A+ hardware certified.

WRITING – EDITING

- Interviewed subjects and wrote articles and student/alumni profiles for Rollins Hamilton Holt college newsletter and website.
- Edited and published bi-weekly newsletter “The RAFT” for agency intranet and limited hard-copy distribution.
- Developed cohesive group of six reporters to provide effective communication between agency teams. Generated ideas and created enthusiasm for various subjects to spark writers’ imaginations.
- Wrote informative and entertaining articles to keep staff abreast of other teams’ events and to help relieve the stress of a demanding job.
- Expanded newsletter from two to four pages; increased reporters’ responsibilities to provide material for additional space.

CUSTOMER SERVICE - TEACHING – TRAINING

- Tutored college students in academic and creative writing skills in one-on-one setting in campus writing center
- Developed training programs on improving customer service for call center agents.
- Delivered customer service and “how-to” presentations to groups of up to 30 participants.
- Created supporting course material and handouts to increase learning effectiveness.
- Managed class rosters and attendance schedules.
- Trained clients and peers in the administration and programming of telecommunications, Automatic Call Distribution, and computer systems.
- Developed lesson plans and taught adults as adjunct college instructor.
- Served as volunteer classroom teacher and Youth Group assistant for over ten years in church based setting. Developed age-appropriate curriculum for children K-5 and helped guide youth grades 6-12 in morals-building activities.
- Volunteered as assistant with Cub- and Boy Scouts setting for over ten years. Participated in numerous camping trips and fund-raising and service projects.

WORK HISTORY

International Academy of Design Technology, Orlando, Florida
Adjunct Instructor January 2008 - present

Kelly Educational Staffing, Orlando, Florida
Substitute Teacher October 2007 - present

Rollins College, Winter Park, Florida
Writing Consultant (Spring Semester 2007) January 2007 – May 2007
Hamilton Holt School Assistant (Spring Semester 2007)

Florida Agency for Workforce Innovation, Orlando, Florida
Telecommunications Systems Consultant 2001 - 2006

Inter-Tel Technologies, Inc., Longwood, Florida
Sr. Telecommunications Technician 1989 - 2001

Don Asher & Associates; Coldwell-Banker, Orlando, Florida
Realtor-Associate 1988 - 1989

RELATED VOLUNTEER WORK

Orlando Community Church, Orlando, Florida
Youth Group Assistant (2000 – 2006) 1993 - 2006
Sunday School Teacher (1993 – 1999)

Cub Scouts, BSA Troops 48 & 24, Orlando, Florida
Scout Parent 1995 - 2005

EDUCATION

Rollins College, Winter Park, Florida
Bachelor of Arts: English major, Writing minor May 2007

Belhaven College, Maitland, Florida
Associate of Arts December 2004