



## Meet Dawn Bjork, MCT

### Background

Dawn Bjork is The Software Pro<sup>®</sup> a Microsoft Certified Trainer with over 25 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 1000 companies, government, education, associations, and other organizations to learn smart, easy, and productive ways to use software and technology more effectively.

Microsoft has awarded Dawn with the certifications of **Microsoft Certified Trainer (MCT)**, **Microsoft Office 2013 Specialist (MOS 2013) Master Instructor** and **Microsoft Office 2010 Specialist (MOS 2010) Master Instructor** for her expertise as a training professional in Microsoft Office. Dawn has also earned recognition with 30 additional certifications including:

- ▶ Microsoft Certified Application Specialist (MCAS) Instructor.
- ▶ Microsoft Office Word 2013 Expert, Microsoft Office Excel 2013 Expert, Microsoft Office Outlook 2013 Specialist.
- ▶ Microsoft Office Word 2010 Expert, Microsoft Office Excel 2010 Expert, Microsoft Office Outlook 2010 Specialist, Microsoft Office PowerPoint 2010 Specialist, Microsoft Office OneNote 2010 Specialist, Microsoft Office Access 2010 Specialist.

With her uncommon mix of technical and communication expertise, Dawn simplifies using the software you work with every day:

- ▶ Valuable, timely, and customized technology education for your next conference or meeting; flexible program options on Microsoft Office, Microsoft Windows, and Adobe Acrobat tips, tricks, and techniques.
- ▶ Tailor-made training and support for upgrades and transitions to new programs including Microsoft Office 2016, Microsoft Office 2013, Office 365, Microsoft Office 2010, Windows 10 and Windows 7.
- ▶ Focused topics to give employees a more personalized, practical, and in-depth way to build their expertise and move forward in their careers.
- ▶ Custom-made training provided within flexible formats including formal classroom instruction, webinar or web-based training, one-on-one software coaching, and other personalized methods.
- ▶ Private executive level coaching on new upgrades and key programs.
- ▶ Customized learning tools including webinars, books, manuals, reference guides, training documentation, and video instruction.
- ▶ Targeted consulting to support Microsoft Office upgrades, file conversions, troubleshooting on user issues, special projects and other key software needs.

# Speaker • Trainer • Author • Consultant

## Credentials and Education

- ▶ More than 25 years' experience as an independent software trainer, speaker, consultant, writer, author, and problem-solver.
- ▶ Recognized as a **Microsoft Certified Trainer (MCT)**.
- ▶ **Microsoft Office 2013 Specialist (MOS 2013) Master Instructor.**
- ▶ **Microsoft Office 2010 Specialist (MOS 2010) Master Instructor.**
- ▶ **Microsoft Office 2007 Specialist (MOS 2007) Master Instructor.**
- ▶ Awarded the designation of **Microsoft Certified Application Specialist (MCAS) Instructor**; part of an elite group of less than fifty **Microsoft Certified Application Specialist (MCAS) Instructors** across the United States and fewer than one hundred MCAS Instructors worldwide.
- ▶ Microsoft Office 2013, 2010, 2007, 2003, XP/2002, 2000 & 97 Master certifications which designates expert level knowledge for each Microsoft Office program: Microsoft Outlook, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft OneNote, and Microsoft Access.
- ▶ Extensive experience supporting major software roll-outs and upgrades including Windows 10, Windows 7 and all programs in the Microsoft Office 2016, Office 365, Microsoft Office 2013, and Microsoft Office 2010 suites.
- ▶ Expertise in many business software applications.

*"Dawn's presentation style is fun, interactive, and incorporates a variety of creative training techniques. I highly recommend Dawn not only as an excellent presenter but as a Microsoft expert!"*

Don Marquez, Denver Water  
Director of Training & Development

- ▶ WBENC-Certified as a **Women's Business Enterprise (WBE)**, **The Software Pro®** is a 100% women-owned small business.
- ▶ Certified as a **Women-Owned Small Business (WOSB)**, a U.S. Small Business Administration contracting program.
- ▶ Professional Member, **National Speakers Association (NSA)** as well as a member of the **Global Speakers Federation (GSF)**.
- ▶ Online Columnist for **ColoradoBiz Magazine**, the leading Colorado business resource.
- ▶ Contributing Columnist for the **American Society of Administrative Professionals (ASAP)**.
- ▶ Online Contributor for the **International Association of Administrative Professionals (IAAP)**.
- ▶ Bachelor's degree in Business Administration, Marketing and International Business, University of Colorado-Boulder.
- ▶ On-going education on software applications, adult education, communications, presentation skills, training techniques, business management and professional development.

**Microsoft**  
CERTIFIED  
Trainer

**Microsoft**  
Office Specialist Master  
Office 2013

**Microsoft**  
CERTIFIED  
Application Specialist  
Instructor

**Microsoft**  
Office  
Specialist  
Master Instructor

Certified  
**WBENC**  
Women's Business Enterprise

Certified **SBA WOSB**  
Women Owned Small Business

MEMBER  
**NSA**  
NATIONAL SPEAKERS ASSOCIATION

**GSF**  
Global Speakers Federation  
Advancing the Professional Speaking Community Worldwide

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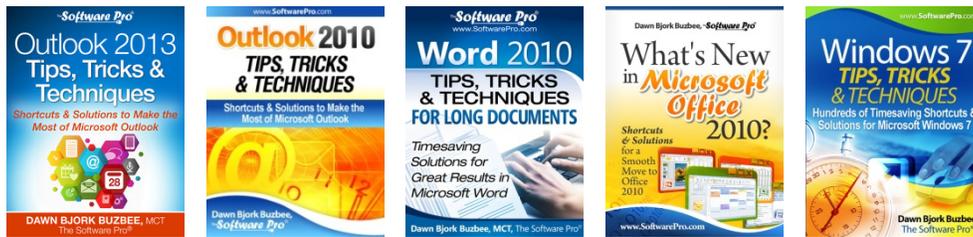
**ASAP**  
American Society of  
Administrative Professionals  
www.asap.org.com

**iaap**  
Leading  
Administrative Professionals

The **Software Pro®**

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The Software Pro® is the author of 9 books and has also created practical training guides and tutorials, multiple software training webinars, numerous articles, software references, tips and tricks, and other learning resources on productively working with Microsoft Office programs and Microsoft Windows.



*"Dawn was professional, consistent, and a joy to work with! She is at the top of her game and she is an excellent presenter. Conference attendees loved her and she knows her subjects."*

Erik Ruthruff  
Microsoft Office Solutions Conference

*"Thank you, Dawn. We received tremendous feedback that your presentation on Microsoft Office and Windows was very dynamic, interesting, and very informative. The strong points of your presentation were how you interacted with the audience, and your expertise and enthusiasm on the subject."*

London Matusiak, Marketing Manager  
Vitech Systems Group

## Software Expert

Supported Windows software applications include:

- ▶ Microsoft Office 2016, 2013, 2010, 2007 \*
- ▶ Microsoft Office 365
- ▶ Microsoft Outlook 2013, 2010, 2007 \*
- ▶ Microsoft Excel 2013, 2010, 2007 \*
- ▶ Microsoft Word 2013, 2010, 2007 \*
- ▶ Microsoft PowerPoint 2013, 2010, 2007 \*
- ▶ Microsoft OneNote 2013, 2010, 2007 \*
- ▶ Microsoft Access 2013, 2010, 2007 \*
- ▶ Microsoft Visio 2013, 2010, 2007
- ▶ Microsoft Publisher 2013, 2010, 2007
- ▶ Windows 10
- ▶ Windows 7
- ▶ Adobe Acrobat DC & XI
- ▶ Adobe Photoshop Elements
- ▶ Microsoft Internet Explorer
- ▶ IBM COGNOS Connection
- ▶ IBM COGNOS Query Studio
- ▶ IBM COGNOS Analysis Studio
- ▶ KRONOS Timekeeping System

\* Microsoft Certified Expert and Master Instructor; proven track record in Outlook, Excel, Word, PowerPoint, OneNote, Access, Visio, and Publisher with certifications for all versions of Microsoft Office since 1990.

Additional information as well as great software productivity tips and tricks are available at [TheSoftwarePro.com](http://TheSoftwarePro.com).

Based in Denver, Colorado—travels nationally and internationally.