



Diane Ventura-Goodyear
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Objective

To work with a dynamic company whose main focus are growth, people and promoting education.

Education

MBA Technology Management – University of Phoenix 3.9 GPA 2001
ISO 9000
Networking Technologies/Java - University of Arizona 1995
Covey Graduate
Dale Carnegie
BS Business Administration - Rochester Institute of Technology
AAS Data Processing - CCFL (honors) 1981

Professional Experience

The Computer Nanny Inc. Tucson, AZ

President/Owner & Operator

Startup home-based business, (which began as an MBA project) and is now proving to be a successful business model.

Customer Service – “cater to new users” while building self-esteem.
On-Site Training of Mac’s and PC’s (Microsoft Office, FrontPage, Quicken, etc)
On-Site installation/Troubleshooting/ Consulting and Networking for Mac’s and PC’s
Assistance given to clients when purchasing new and additional hardware and software.
Offer a multiplicity of services for small businesses (SOHO)

Alphagraphics Inc., Tucson, AZ

Director Computer Sales Dept.

Introduced Iomega Zip Drive to Alphagraphics franchisees
Voted 1996 “Top Customer Service Award” by Alphagraphics Franchisees.
Customer Service Representative -Sales Manager -Sales Director in a three-year span of time.
Initiated long-standing vendor relationships with Iomega, Apple, HP, and Ingram Micro etc.
Telephone Sales to franchisees, (US & International) both hardware and software sales.
Added several new products to enhance existing product line and generate add-on sales.
Directed and supervised hardware engineers, sales assistants and sales administrator

Independent Consultant, Blue Bell, PA

Merck Pharmaceutical
Smith Kline Beecham
Chilton
Astra-Merck
Sir Speedy

Wang Laboratories

Introduced "Freestyle" computer - Minister Norman Tebbitt –
Wang's Information Technology Show -Central London.
Wang Canada Ltd., Toronto Major Account Sales Support Representative
Wang UK Ltd., London Product Marketing Manager
Wang Computers, Rochester, NY Sr. Systems Consultant
Wang Computers, El Paso TX Sr. Customer Support Analyst
Account management and high level problem solving of large corporations:

Inmarsat
Bell Canada
El Paso Natural Gas
Rochester Telephone

Marketing, selling, training, and installation of mini computer hardware and office based software
Product Marketing Manager for Desktop Publishing, Voice and Imaging Products
Recipient of "Chairman's Award" personally from Dr. An Wang for superior customer service
On site Project Management for a \$2M imaging project at Bell Canada in Ottawa
Developed customer seminars/training and "user groups" to enhance sales

Part-Time Employment

Pima Community College (NW Campus), Tucson AZ
Adjunct Instructor for Computer Information Systems

Organizations

Tucson Saguaro Rotary Club- Board Member & Web Page/Email Administrator
Neighborhood Watch
Friends of Pima County Public Library