

Name of the Faculty : Charlese McDonald		
Educational Qualifications (Please do state the Institute also)		
Bachelors Degree – BS – Computer Science, Northeastern University		
Masters Degreee		
Certification (if any) -		
Work Experience / Highlights of Career		
<u>Functional Area</u>	<u>Industry</u>	<u>No. of years of experience</u>
Training & HRD	Finance, Pharma, Insurance, Telecom, Gov't	15 years
Technical Writing & Documentation & Course Development	Finance, Pharma, Insurance, Telecom, Gov't	15 years
Project Management	Finance, Pharma, Insurance, Telecom, Gov't	13 years
Business Analyst & Development	Finance, Insurance, Telecom, Gov't	12 years
Customer Service	Finance, Insurance, Textiles	11 years
Any writings / Articles published		
Title	Name of the magazine	
Special accomplishments / Awards		
Training program done previously (with the client's name)		
Training Program	No. of program done	Name of Some Key Clients
Managerial and leadership	4	Chase Manhattan Bank MBIA

Sales	10	Connectics Forest Labs Cingular Wireless
Human Resource Management	2	Village of Elmsford Chase Manhattan
Customer Care	7	Liz Claiborne Deutsche Bank Morgan Stanley
Language and Communication		
Quality		

Program areas of interest:

Certified Facilitator and Trainer
Master Learning and Development Facilitator
Supervisory Leadership Program
Integral Personal Leadership Program
Certified Informational Industry Customer Care Specialist
Certified Professional Consultant