

Ron H. Hines

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Cameo 35 years of experience in business, technology, and training environments. Proven track record with various technology solutions from international security training to industrial documentation and training. Business experience encompasses brick and mortar retail, ecommerce B2C/B2B web management, data administration, search engine optimization, Pay-Per-Click marketing, and remote distribution. Clients include single owner, corporate business organizations, and governmental agency contractor.

Education	M.S. Music Education	University of Southern Mississippi	Hattiesburg, MS
	B.S. Music Education	East Tennessee State University	Johnson City, TN

Software Experience

Ilias: Learning management system for medical in-service training.

Interwise: Remote computer based training curriculum development and trainer instructor.

Smart Approach: Computer based security training software – trainer and tech support.

Macromedia: Dreamweaver – web design; Fireworks – graphics editor; RoboHelp – html and web help system design

Infor / FACTS enterprise accounting software business management system

Aatrix: Mac P & L – GL, AR, AP, PR accounting system

Adobe: Pagemaker – desktop publishing; Photo Shop SE – photo editor

Professional Experience

Hines Market Developers	November 2000 – Present	Johnson City, TN
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Ecommerce Consultant – Customer contact for a technology team that develops ecommerce dynamic database solutions and static web presences for business. Key member in the site design, data administration, and search engine marketing.

Software Developer and Trainer -- Created a hyperlinked document system for reference, operations, and maintenance manuals for use on the operator interface computer of each project with printed copy and CD versions. Assisted engineers in determining topics for inclusion, created text and graphics. Developed training program and trained new customers, in-house and onsite, on systems purchased. Continue to maintain documents as edits are required.

Documentation Consultant -- Design and populate intranet/internet ‘help’ system for training, policies and procedures. Functions include analysis of previous system, develop of help format and conversion to the new design.

Marketing Consultant -- Research and develop new products in the music industry.

Galaxy Scientific Corporation	April 2002 – April 2004	Atlanta, GA
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CATSA Lead Trainer and Resource / Quality Assurance Manager -- Trained instructors across Canada. Developed trainer certification documentation and process. Implemented continuous improvement program through the use of quality assurance evaluations. Created source document library help system for trainers as the foundation for the Quality Assurance program. Developed computer based remote training curriculum from instructor lead training material and trained instructors for delivery on Interwise platform. Developed training for CATSA Certification Advisors on use of Interwise platform for implementing distant certification.

TSA Master Trainer and Site Coordinator --Trained TSA instructors in Oklahoma City and Baltimore. TSA Site Coordinator in Hartford, CT and Charlestown, WV.

Hines Products Corporation

September 1984 – November 2000

Johnson City, TN

Founder -- Manufacturing company marketing consumer products for the instrumental music industry. Experience includes product research and design, development of manufacturing process, creation of sales marketing plan, accounting system for conversion of raw materials to finished goods and general management. Created over fifty (50) products under the hpc™ brand and served as an original equipment manufacturer. Displayed at national trade shows to domestic and foreign customers.

Professional Reference

Supplied upon request.