

BENJAMIN W. CRAMER

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EXPERIENCE:

(2002 – 2003 and 2005 – present) – freelance writing (including software and information technology topics), volunteer work, graduate studies at Pennsylvania State University (including teaching and legal research).

(January 2004 – May 2005) – **Pennsylvania State University – Information & Technology Services**
University Park, PA

- Assisted students and faculty with computer usage and networking questions at campus computer labs.
- Assisted with user questions by phone in a help desk capacity.
- Supervised and managed employees in the above job functions; provided employee-oriented technical and customer service training.

(October 1997-May 2002) – **IBM – Global Services Consulting Practice** Mechanicsburg, PA; Atlanta GA

- Researched end-user software training requirements for outside clients, and wrote and/or edited large amounts of training documentation.
- Delivered software training to users in classroom and non-classroom environments.
- Managed small consulting teams, and performed administrative functions and progress tracking for large training projects.
- Other duties included management of training data and server architecture, procedure development, software testing, help desk duties, and end-user support. Functional/business areas covered included State Government Operations; Sales & Operations Planning, Customer Service, Materials Management, Purchasing, and Inventory Management; with some exposure to Finance, Warehouse Management, Production Planning, and Quality Management.

(March 1997-September 1997) – **EDS – Enterprise Solutions Division** Plano, TX

- Received professional enterprise software certification; developed training for miscellaneous client and internal projects.

(May 1995-March 1997) – **Unisource Worldwide, Inc.** Valley Forge, PA

- Handled end-user software training requirements for internal divisions and developed large amounts of training documentation.
- Wrote and/or edited a large body of software- and procedure-related documentation, including company-wide future state Standard Operating Procedures; legacy system procedures and recommendations for their transition to the future state; and large-scale / nationwide implementation planning and research.
- Managed all business requirements (company-wide, international in scope) for software systems implementation, covering all functional areas. Coordinated the resolution of requirements and implementation issues with a variety of software analysts and Regional and Corporate managers.

(October 1989-February 1995) – **Syracuse University Event Productions** Syracuse, NY

- Supervised small teams during set-up and preparation for campus events, and participated in event planning and scheduling.
- Operated audio and/or lighting equipment during events, and trained others in use of audio/lighting equipment

EDUCATION:

Pennsylvania State University University Park, PA

Doctorate of Philosophy, Mass Communications, May 2009; Focus: Media Law and Environmental Law; GPA: 3.86 (of 4.0)

Master of Arts, Mass Communications, December 2004; Focus: Media Studies and Political Science; GPA: 3.80 (of 4.0)

Syracuse University Syracuse, NY

Bachelor of Science, Business Administration, May 1993; Focus: Marketing; GPA: 3.37 (of 4.0)