

MS. RUTH PALMERO – CURRICULUM VITAE

PERSONAL DETAILS



- E-Mail: larutpal@yahoo.es
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- Phone: + 34 625 790 471 (Cell)
- Place and Date of Birth: Valladolid (Spain), July the 11th 1974
- Driving License B1 (Since 1996). Own Car
- Availability to travel and live abroad

EDUCATION

Honours BSc Information Systems. University of South Africa (2006)

BSc Business Computing. University of Valladolid, Spain (1997)

Certificate of Pedagogical Competency, University of Valladolid, Spain (2007)

CERTIFICATIONS – CISCO AND MICROSOFT

MCITP: Server Administrator (*Microsoft Certified IT Professional, Windows Server 2008*)

MCSA (*Microsoft Certified System Administrator, Windows Server 2003*)

MCT (*Microsoft Certified Trainer*)

CCNA (*Cisco Certified Network Administrator*) ***CCAI*** (*Cisco Certified Academy Instructor*), 2005

RESEARCH – FINAL YEAR PROJECTS

-**Development of Protocols on TCP** (C/UNIX environment): Didactic implementation of the FTP, Telnet and NNTP protocols, showing the client/server dialog to students in networking.

-**Development of web-based learning artefacts:** Use of modern theories of learning and human computer interaction for the implementation of a web courses that expedite the learning experience.

WORK EXPERIENCE

Head of IT Training

04/2009 to present (www.bakermckenzie.com)

Madrid (Spain)

- Implementation of an IT Training strategy to improve autonomy in the use of software on users.
- Accompany the adoption of new software tools with specific training to minimise the impact on the user, and to mitigate his/her resistance to change.
- Delivery of in-company training on the software tools on use in the organization. Installation of an LMS platform to support e-learning. Design of courses for this platform.

Freelance Trainer in ICT (as *edutec*)

From 11/2006 to present (www.edutec.com.es)

All over Spain

- Delivery of in-company training in IT Certifications, besides tailored courses for IT professionals.
- Design and development of e-learning courses with authoring tools (Captivate, Camtasia...)
- Learning consultancy for companies: Design and implementation of tailored Learning Plans.

Network Administrator (United Nations Volunteers – UN Mission in Afghanistan)

11/2007 to 03/2008 (www.unama-afg.org, www.unv.org) Kabul (Afghanistan)

- UN volunteer at UNAMA (United Nations Assistance Mission in Afghanistan) as a network and system administrator for the IT and communications logistic support unit in the UN mission.

University Lecturer at the Dept. of Computer Systems and Networks

2/2003 to 10/2006 Polytechnic of Namibia. (www.polytechnic.edu.na) Windhoek (Namibia)

- Lecture in areas of IT. Develop curricula, study materials and assessment. Conduct applied research. Liaise with industry and educational institutions to ensure the relevance of programmes.

Intelligent Network Engineer

5/2001 to 2/2003 Telefónica Móviles. (www.tme.es) Madrid (Spain) and Portoalegre (Brasil)

- 7x24 support and maintenance of the High Availability system that manages the SDP for billing at the GSM pre-payment network of *Telefónica Móviles España*.
- Installation of the PrePaid System for *Telefonica Celular Rio Grande do Sur* in Porto Alegre (Brasil).
- Environment: Sun Solaris, Sun Cluster, Volume Manager, Oracle 8i, SS7, GSM...

System Administrator

12/1998 to 12/2000 CISICRET. Milan (Italy) and Buenos Aires (Argentina)

- I was the only person responsible for the information system at *the Foreign Trade Institute of Spain in Milan* (in 1999) and from the *Foreign Trade Institute of Spain in Buenos Aires* (in 2000)
- Windows NT administration, web development, users training, hardware upgrades, networking...

Programmer

12/1997 to 11/1998 EAM, S.L. (www.eam.es) Valladolid (Spain)

- COBOL under IDMS programmer for the Michelin's Y2K project.

Internship

03/1997 to 06/1997 University of Valladolid (www.uva.es) Valladolid (Spain)

- Set-up of a course on "Computer Networks" at the Dept. of IT applied to communications.

LANGUAGES

- **Spanish (Mother language)**
- **English (Fluent):** *CAE* (Cambridge Univ.). 5 years living/working in English-speaking countries.
- **French (Fluent):** *French High Level Certificate* (Spain) Primary education at a French School.
- **Italian (Fluent):** *Italian Intermediate Level Certificate* (Spain) One year living/working in Milan (Italy).
- **Portuguese:** "Portuguese for foreigners, medium level" (30 hours). 3 months living/working in Brazil

COURSES, SEMINARS AND CONGRESSES

- 3-4/2009: "e-learning Train the Trainers". Fortel'08 Project (Online).
- 10-11/2005: **Instructional Design & Content Development for e-learning**, *Nolnet*. (Online).
- 6/2005: **Creative Thinking in Education (For Trainer's)**, *Polytechnic of Namibia*. Windhoek.
- 10/2002: "Finances, HR & Business Management", *School of Young Entrepreneurs* (72 h). Madrid.
- 9-10/2001: "Enterprise's Environmental Management", *Chamber of Commerce*. (140 h). Madrid
- 5/2001: "3^o Congress on ICT for the Social and Human Development", by *University of Valladolid and Engineers without borders*. (24 hours) Valladolid (Spain).
- 3/2001: "Course of Technology and Development", by *Engineers without Borders and the Polytechnic University of Madrid*, (24 hours). Madrid.