

SUSAN J. GLENN

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PROFESSIONAL EXPERIENCE

Strong leadership, negotiation, and communication skills, strong computer skills, excellent writing skills, and the ability to understand complex technical material. Can identify, prioritize, and manage the multiple tasks necessary to satisfy my role in an organization. Self-directing, work independently.

GLENN ASSOCIATES. HUNTSVILLE, ALABAMA

JUNE 2003 TO PRESENT – CONSULTANT

As a consultant for Glenn Associates, I work as a technical, business, and marketing writer, proposal manager, and graphic designer (documents, presentations, and brochures). Clients include: Microsoft; Symantec; SEI Group Inc.; ADS Environmental Services; SmartPipe, Inc.; Medical Office Management Services; and various Universities. Proposal win rates consistently surpass industry standards.

TIME DOMAIN CORPORATION. HUNTSVILLE, ALABAMA

JANUARY 1996 TO JUNE 2003 – PROPOSALS MANAGER

Proposals Manager and Business Development

Proposal management included the coordination and writing of proposals. Proposed on more than 150 opportunities to DoD organizations valued over \$500 Million and successfully supported more than 50 collaborative proposals with Time Domain Partner companies. Surpassed industry standard win rates.

Business development activities included writing marketing brochures, and customer product presentations; tracking potential opportunities and identifying candidates for bid; obtaining bid/no-bid decision from affected company personnel; coordinating pre/post proposal activities with BDMs and technical leads; and working with engineers and program managers for task statements and costing. Coordinated and presented monthly sales and marketing reports to Executive Management. Provided market research and analysis to Commercial Division.

Technical Writer and Marketing Research

First as a consultant, and then as a full time employee, provided market research and analysis of industries for Time Domain (shipping, manufacturing, RF products, radar, telecom and wireless LAN). Wrote and edited over 600 documents for Time Domain, including product manuals, White Papers, and marketing collaterals. Created internal marketing database. Generated marketing literature, presentations, BDM product sheets, business plans, market intelligence data, and company due diligence.

INTERGRAPH CORPORATION. HUNTSVILLE, ALABAMA

JUNE 1990 TO JANUARY 1996 - SENIOR SYSTEMS ANALYST

Marketing Manager, Transcend – Americas and Europe

As marketing manager for Intergraph's PC natural language translation product, developed and executed one of Intergraph's first successful mass-market launch and campaigns. Developed marketing programs and collaterals; coordination of launches and PR activities; budget and strategic planning; development and implementation of marketing campaigns, sales kits, trade show and seminars; identifying and leveraging key marketing opportunities; and management of writers, consultants and related marketing personnel. Major focus in multinational communications and identifying international market trends.

Specialized Product Marketing

Product benchmarking and demonstration of highly specialized prepress product that required a 6-month sales cycle with various levels of interaction with client and live testing. Expert knowledge of prepress industry, graphic arts, image setters, laser scanners, and related software on Windows, MacOS, UNIX, and Sun.

PROFESSIONAL EXPERIENCE CONTINUED...

DAWSON COLLEGE. MONTREAL, QUEBEC, CANADA

SEPTEMBER, 1987 TO MAY, 1990 - PHOTOGRAPHIC ARTS/SCIENCES TEACHER

Prepared and taught five photography and graphic arts courses for over 500 degree-seeking students.

QUEBECOR. MONTREAL, QUEBEC, CANADA

MAY, 1986 TO JULY, 1987 - SUPERVISOR/INDUSTRIAL LIAISON

Coordinated interactions between Quebecor and newly acquired prepress company. Supervised color department for two newspapers, seven magazines and various special publications.

SIEMENS CORPORATION. DALLAS, TEXAS

MARCH, 1982 TO APRIL, 1986 - LASER SCANNER INSTRUCTOR

Trained customers throughout North America. Provided service as a consultant and troubleshooter. Initiated and supervised installation of equipment.

EDUCATION

1993 TO 1998 - UNIVERSITY OF ALABAMA IN HUNTSVILLE. HUNTSVILLE, ALABAMA

Baccalaureate of Arts (magna cum laude) – Psychology

Honors each semester, minor in English.

1980 TO 1982 - SOUTHEASTERN CENTER FOR PHOTOGRAPHIC EDUCATION. DAYTONA BEACH, FLORIDA

Associate of Science – Photography and Graphic Arts

Completed three-year program in two years with highest honors. Nominated Student of the Year. Graduated top of class.

LANGUAGES

English, French. Able to speak French in business situations.

BOARDS & ORGANIZATIONS

Board Member, Play Domain, Incorporated, 1999 – 2003

Board Member, Montessori School of Huntsville, 1998 – 2002

Vice-President, Psi Chi Psychology Honor Society, 1997 – 1998

Phi Theta Kappa Honor Society, 1981 – 1998

Who's Who in American Colleges and Universities, 1982 and 1998

PUBLICATIONS

Internal Business and Marketing Reports

Wireless Networking & PulsON Fusion in the Home, Time Domain Corporation, August 2000

US Wireless Home Networking Market Drivers, Time Domain Corporation, November 2000

PulsON Market Opportunity, Time Domain Corporation, October 2000

Technical Manuals

RadarVision® 1000 Technical/Users Manuals, Time Domain Corporation, September 1999

Psychology Papers/Books

Post Concussion Syndrome: Symptom Awareness and Implications in Malingering.

Journal of Research in Human Psychology, Volume 5. 1998-1999.

Encyclopedia of Human Development. Neil J. Salkind, Ed. University of Kansas Press, 2005.