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**October 2005 – present**  
**Portland, Oregon**

**[Portland YouthBuilders](#)**  
**Computer Technology Program Manager**

Responsible for all aspects of program management of the computer technology vocational technical program in a private non-profit high school for low-income youth. Responsible for setting strategic and tactical direction of the department. Provides leadership throughout the agency as a member of the management team. Supervises faculty and vocational trainers. Oversees curriculum development, designs training programs, develops community partnerships, and markets program services. Responsible for keeping technical training programs current and to introduce emerging technologies. Responsible for departmental budget management, participates in developing grant proposals, develops policies and business processes to serve the entire agency.

**August 2004 – October 2005**  
**Portland, Oregon**

**[Portland Community College](#)**  
**Customer Support Manager**

Responsible for front line technical and training support services provided to all users of the college's information technology. Managed the daily activity of the computer help desk staff and a team of training developer/intranet specialists. Provided strategic and tactical direction for technical assistance and training functions, quality assurance, district-wide user support, referral programs and vendor partnerships. Determined the learning and information access needs of college staff, develops appropriate support programs, and measured the quality of learning programs and customer services. Responsible for the continuous measurement of the effectiveness of technology at PCC and recommending appropriate changes. Supervised a team of administrative assistants that support central ITS department operations and budget management.

**July 2000 – August 2004**  
**Portland, Oregon**

**[Portland Community College](#)**  
**Training & Communications Manager**

Responsible for training and customer assistance programs in support of the deployment and ongoing use of new and existing information technology. Determined the learning and information access needs of college administrative staff, develops appropriate support programs, and measures the quality of learning programs and customer services. Supervised a team of training developer/intranet specialists who develop materials and programs to meet the needs of the college faculty and staff. Responsible for the assessment, design, development, implementation, evaluation, maintenance, and promotion of a variety of learning programs, including class presentations, interactive web courses, video tapes, over-the-shoulder training, and documentation.

**December 1998 – July 2000**  
**Portland, Oregon**

**[Portland Community College](#)**  
**Training Developer/Intranet Specialist**

Developed computer based training on ITS supported software. Managed projects including timelines, costs and directing casual/student help. Performed development tasks that included development of content, audio and video recording, digitizing media, writing user interface, developing assessments and creating web animation. Developed, implemented and performed training for college staff on various subjects including using college supported software and tools. Designed, developed, indexed, and maintained technical documentation using the Intranet. Monitored end user feedback and systems development efforts to facilitate continuing improvement of documentation. Consulted with departments to analyze business process-supporting technology needs and documented new processes for end-user retrieval of data and/or information.

**June 1996 – December 1998**  
**Portland, Oregon**

**[Portland Community College](#)**  
**Documentation Writer/ Application Trainer**

Developed training modules covering numerous, complex system applications for presentation to department level users. Trained new users in group sessions and one-on-one. Provided additional training as needed to accommodate software upgrades, etc. Documented attendance, collected and analyzed class evaluation sheets, modified training as indicated. Designed and produced documentation covering all aspects of new and existing automated systems. Maintained internal system documentation, revising and distributing changes as needed.

**August 1992 – June 1996  
Portland, Oregon**

**Portland Community College  
Facilities Coordinator**

Managed implementation project for Schedule 25/25e scheduling software; performed needs assessments, inventoried rooms, designed table structure, built database tables, and ran several parallel terms with legacy system to thoroughly test software. Directed the work of Information Clerk, student help, casual employees, and other staff members involved with special facilities related projects. Worked with academic administrators to transition from legacy system to Schedule 25. Developed procedures and forms for new scheduling process. Initiated first Sylvania Campus facilities billing system. Wrote and implemented use of a facilities use contract.

**Additional Experiences:**

1994: Campus Representative, [Oregon Institute for Leadership Development](#)  
1994: Presenter, PCC Sylvania Campus Staff Development Day  
1994 -1996: Member, Facilities Use Policy Committee  
1995: Conference Coordinator, NW Coalition Against Malicious Harassment  
1995: Facilitator, American Assn of Women in Community Colleges (AAWCC) Annual Conference  
1995: Campus Chair, United Way/Black United Front Fundraising Campaign  
1996: Logistics Chair, AAWCC-Oregon Annual Conference Planning Committee  
1996: Co-Chair, Institutional Planning Committee, Sub Committee on Educational Reform, PCC  
1997 - 1998: Logistics Chair, AAWCC-Oregon Annual Conference Planning Committee  
1999: Presenter, National Banner User Group Conference, Orlando, FL  
1999: Member, Contract Negotiations Team, Portland Community College  
1999-2003: Founding WebMaster [www.grantpta.org](http://www.grantpta.org)  
2000 - 2001: Member, Contract Administration Committee, Portland Community College  
2000: Founding WebMaster [www.equityfoundation.org](http://www.equityfoundation.org)  
2000: Conference Delegate, AFT Paraprofessionals & School Related Personnel, Washington, DC  
2000 - 2003: Ex Officio Board Member, AAWCC-Oregon  
2001 - 2003: Founding WebMaster [www.aawccoregon.org](http://www.aawccoregon.org)  
2002 - 2003: Grant High School Volunteer of the Year  
2003: Logistics Chair, [AAWCC-Oregon Annual Conference](#)  
2004 - 2006: Vice President, [Annual Conference](#), AAWCC-Oregon  
2004: Co-Director, [Oregon Institute for Leadership Development](#)  
2004 – 2007: Board Member and WebMaster, Hollywood Little League [hollywoodlittleleague.org](http://hollywoodlittleleague.org)  
2005: [Community College Excellence Award](#) recipient  
2006: [Carolyn Desjardins Leadership Award](#) recipient