

Certified Trainer, Citizens Committee for New York City, 1994

Maurice is personal, personable, and principled.

He is willing to analyze the organization's concerns and develop training sessions to address them.

-Jill Hurst-Wahl, Professor Emerita, Syracuse University School of Information Studies

QUALIFICATIONS SUMMARY

- ✓ **Effective Educator:** Thirty years of experience developing and providing several hundred effective learning experiences to all organizational levels around technology adaption, planning, and deployment, and organizational transformation to inspire positive systemic change for a national client list.
- ✓ **Adaptable Problem Solver:** Thirty years of experience as an internal and external consultant who uses advanced communication and active listening skills to swiftly assess and analyze organizational problems. Create effective multiple award-winning solutions to resolve service and communication bottlenecks and implement important customer service enhancements.
- ✓ **Versatile Presenter:** Thirty years of experience conceiving, developing, performing, presenting, and producing customized virtual and face-to-face learning opportunities via synchronous and asynchronous learning platforms to diverse organizational audiences.

EXPERIENCE

Harford County Public Library, Belcamp, Maryland **Technical Trainer**

August 2002-Present

Create, produce, or present 75 face-to-face and virtual learning opportunities per year for 300 library staff on library technologies, community engagement, and public service skills. Led project team to build, equip and manage system's first digital creativity maker space. Teach 300 staff how to explain emerging technology to library customers. Create library service delivery procedures and policies for 10 new product launches and upgrades a year. Consult with 55 supervisors at eleven service locations on personnel management and customer service issues. Deliver help desk and technical support to 300 staff for 30 software products.

Coleman & Associates Consulting, Edgewood, Maryland **Principal**

December 1995-Present

Delivered over 200 face-to-face and 100 virtual training sessions, private consultations, multiple project management activities, and leadership coaching sessions to organizations around country. Created *T is for Training* podcast. Since 2008, T is for Training has created over 300 hours of professional library training and staff development content. Deliver workshops to clients leveraging Google Hangouts, Microsoft Teams, Google Meet, Zoom, Cisco WebEx, Adobe Connect, and Go to Meeting deploying numerous delivery methods including Articulate, PowerPoint, Google Slides, and Camtasia. Expertise includes technology adaption, planning and deployment, makerspace development and management, social media management, community engagement, public speaking

and presentation skills, organizational transformation through staff and public training, change management, and executive coaching. Created and delivered an emerging technology implementation program for the Minnesota State Library to train staff from 17 regional and 141 public libraries serving four million Minnesotans.

EDUCATION

BA Communication Studies **University of Maryland Global Campus**
Minor, Information Systems Management

December 2021