

Certified Trainer, Citizens Committee for New York City

*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, 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 the 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 the 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.

**PASA -Positive Attitudes, Solutions, and Actions, Brooklyn New York** April 1997- June 2001  
**Associate Director, Lead Trainer**

Director of CommunicationNET, the training and technical assistance program for youth and community development programs funded by the City of New York. Managed workflows for consultants, trainers, and program administrative personnel. Developed and implemented program concepts for our work with youth, adults, and non-profit staff members. Developed and executed organizational fundraising strategies including proposal/grant writing, funder coordination, and grant reporting. Developed and delivered computer training.●

**Citizens Committee for New York City** December 1992- May 2000  
**Information Services Manager, Trainer/Administrative Coordinator, Grant Intern**

Managed nine different community action and leadership development grant programs. Worked in close association with program, communications, and information services staff to develop organization-wide electronic community organizing and training resources. Proposed and Coded Citizens for New York City's first website. Provided computer technical assistance, training, intake, direct technical assistance, and referral services to staff and community leaders on community organizing, fundraising, leadership skills, local environmental issues, and municipal electronic resources. Developed and delivered organizational Training for Trainers.

## **EDUCATION**

BA Communication Studies **University of Maryland Global Campus** December 2021  
Minor, Information Systems Management  
3.55 GPA

Dale Carnegie Skills for Success Course Graduate July 2023

Dale Carnegie High Impact Presentations Course Graduate November 2023

Dale Carnegie Trainer Candidate March 2025