

4 Old Trug Shop House, Hailsham Road, Herstmonceux, BN27 4LW, United Kingdom

● Fleet ● Goldenberg*

Tel: (01323) 831 950 Email: sales@squirrelverse.com

OBJECTIVE

The 'avatar' persona, Fleet Goldenberg, specializes in development, management, and consultation services for *Second Life* and other MUVLE (Multi-User Virtual Learning Environment) applications specifically for academic use. Providing 'in-world' consultation, client and/or product representation, and custom direction, his practical, real-life interactive solutions for program development, research, and outreach within digital, 3D, computer-envisioned teaching environments expand the range of opportunities and on-line proficiencies. Fleet also is experienced at creating, teaching, explaining, and evaluating new media and content materials for educational and outreach use.

● QUALIFICATIONS/PERSONAL STATEMENT

During my time at Hastings Library, I had special responsibility for providing I.T. training to students with severe physical and learning difficulties, a role which required great patience, professionalism, and care. This effort was enormously rewarding both personally and professionally, and furthered my understanding of - and appreciation for - the expanding benefits of teaching in virtual world platforms. Exploring, developing, and furthering the advancement of this vital educational tool continues to be a focused and rewarding aim. A combination of technical, business, and personal resources skills offer additional project support and service performance options.

● EDUCATION

Hastings College of Arts and Technology (Sept 1991 - Sept 1992)

- Information Technology (RSA CLAIT Level 1)
- Data Processing and I.T. (C&G Diploma Level 2)

Sussex Downs College (Sept 1993 - June 1995)

- Vehicle Engineering (BTEC National Diploma)

University of Hertfordshire (Sept 1995 - June 1999)

- Product Engineering (BEng Hons Degree)

*Off-line, Fleet Goldenberg is represented by *Martin Michael Grover*, whose identical range of experience is completely reality-based.

● EXPERIENCE

2004-Present President, *Squirrelverse*
<http://www.squirrelverse.com>

Online retailer and information services provider of entertainment media products and digital learning services to consumer and professional sectors; small-press book publishing, product development, new-media sales and marketing and I.T. management.

- Customer service delivery and continuous product enhancement
- Financial control and long-term planning
- Project Management and Communication
- Product research, development and release
- Website design, programming and maintenance
- Order processing, packaging and shipping administration
- Marketing campaign planning, initiation and monitoring
- Negotiations with materials suppliers and printing companies
- I.T. procurement, testing and integration into existing systems
- Identification and investigation of new business opportunities

2002-2005 Supervisor, *TC Contractors Ltd.*

Sapphire House, 74-76 Walton St, Tadworth KT20 7RU

TC is one of the largest independently-owned building maintenance firms in the UK.

- Supervisor of a commercial facilities management operation and its team members in a large Tesco superstore.
- Directing team communication with store management.
- Team scheduling, task allocation and staff supervision
- Control of department paperwork, mail and audit documentation
- Induction and training of new employees
- Health and safety, repair and standards compliance management
- Crisis control and emergency situation management

1991-1992 Library I.T. Manager, *Hastings College of Arts & Technology*
Archery Road, St. Leonards on Sea TN38 OHX

- Provision of I.T training to students with physical and learning disabilities
- Customer information provision and public reception coordination / management
- Customer service performance surveying
- Stock issuing, tracking, returns, repairs and database administration
- I.T consultation provision to the Head of Learning Services and system management, maintenance and security

Awards/Other

- Business Start Up (EDEAL) May 2000
- Owner Management - Business Planning (OCR) May - Dec 2000
- Student Liaison Officer (University of Hertfordshire) Oct 1995 - June 1996