

**TRENTON HIGHTOWER**  
**13900 North Point Road**  
**Midlothian, VA 23112**

**Experience:**

*Community College System*  
*Workforce Development Services (2005 to Present)*

*Frederick Community College*  
*Associate Vice President - Customized Training (2002 to 2005)*  
*Director - Customized Training (1999 to 2002)*

*Finger Lakes Community College*  
*Manager of Training and Workforce Development (1997 to 1999)*  
*Marketing and Training Coordinator (1993 to 1997)*

*Dale Carnegie Institute- Training Consultant/Sales Representative (1990 to 1993)*

*Army and Air Force Exchange Service- Assistant Manager (1989 to 1990)*

*Video Flicks – Manager (1985 to 1989) Family business experiencs*

*United States Army National Guard – Sergeant E-5 (1985 to 1992)*

**Education:**

- State University of New York/Brockport – Masters Degree in Administration of Higher Education
- Ohio State University – Systematic Curriculum Instructional Design Course – 40 hours
- Rio Grande College – Rio Grande, Ohio – Bachelor of Science – Communication and Public Relations with a minor in Business Management

**Adjunct Instructor:**

- Penn State (2005 to 2006)
- Duquesne University Institute for Economic Transformation (1996 to 2000)
- Frederick Community College (2001 to 2004)
- Finger Lakes Community College (1996 to 1998)
- Instructor of 500 hours of training for Dale Carnegie of Syracuse and Rochester, New York (1992 to 1999)

**Professional Publications, Television, and Written Work:**

- Articles in The Community College Times, and Community College Journal (2006-2007)
- Articles in NCCET, and the Frederick SHRM newsletters (2005-2007)
- Article in The Community College Times (2005)
- Wrote over 20 grants (1993 to 2007)
- “Workforce Development Issues” article published in the Frederick Guide (2002)
- Finger Lakes TV – Channel 12 – “Job Connection” – Producer and Host (1994 to 1997)
- Contributing writer to FLCC Chronicle (1996 to 1998)
- Contributing writer to State Index (1993 to 1998)
- Monograph Workforce Innovations published by the League of Innovation (February 1997)
- Developed and published the first Institute for Workforce and Development Newsletter (1996 to 1998)

- Wrote Procedures Manual for The Institute for Workforce Development (1996)
- Guest on local radio station – WCGR – Training and Development (1996)

### **Professional Speaking Engagements:**

- Keynote Indiana State Conference
- Keynote Texas State Conference
- Keynote California State Conference
- MIETP- “Motivating your staff”
- VA State Workforce Development Conference-“Selling in Higher Education”
- Keynote Washington State Conference
- League of Innovations – “Wireless Certification Programs”
- Frederick Chamber of Commerce – “Leadership”
- Leadership Frederick – Program Leader – “Leading the Community”
- National Association of Workforce Development Professionals Conference – “Engaging the Business Customer”
- Emmitsburg Professional Association “Customer Care”
- NCCET – National Conference Speaker - “Customized Online Training and Consultant Data Base”
- Rotary – “Customized Training and IT Support”
- Consultants Trainers Resource Network – “Web based Training”
- Business Exposition – “Keeping Your Customers for Life”
- Consultant Trainer Resource Network – “How Trainers Can Sell”
- Carroll Manor Lions Club – “Leadership Now”
- Cable 10 – Interview discussing programs and FCC/JTA Customized Training
- CEA/NY – “National Partners”
- NCCET – National Conference Speaker – “Consultant Management”
- Interactional Management Council – “Life Long Learning”
- NCCET – National Conference Speaker – “Contract Training”
- Upstate New York Minority Purchasing Council – “Quality”
- Business and Professional Women Speakers – “Contract Training”
- Finger Lakes Area Vocational Center – “Leadership for Seniors”
- Rochester Chapter CSE – “ISO in Construction”
- Canandaigua and Palmyra Rotary – “Geneva” (1994) “Training your staff”
- Youth Museum of the Finger Lakes Workshop Leader “How to make it”
- Host for the Governor’s Local Government Seminar “Workforce Issues”
- International Management Council – Finger Lakes Chapter – “ISO 9000”
- CEA/NY Regional Conference – “Conducting Training Needs Analysis in Organizations”
- CEA/NY Annual Conference – “Sales Skills and Marketing Plans”
- FLCC Graduating Nurses – “Quality in Hospitals”
- CNY/CASE – “Marketing in Adult Education”
- NYACCE – “Consortium and Partners Make a Difference”
- Canandaigua Kiwanis – “Training and your future”
- Technology Network of the Finger Lakes – “Marketing for Small Business”
- Greater Rochester Quality Council – “Xerox and Kodak Partnership”
- Veteran’s Administration – “Training Yourself”

### **Grants and RFPs Secured/Managed:**

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**Career Total      \$1,346,321**