
Biographical Sketch

Trudy K. Jenzer, B.S.

Current Position: Instructional Designer and Project Manager

Education: B.S., Journalism and English, Radford College

Trudy Jenzer has more than 25 years of combined experience in public affairs, employee communication, and Instructional Systems Design. She has worked as an independent consultant since 1996, providing communication, facilitation, and training services to more than 20 government agencies and nonprofit organizations. During this time she also has been a public affairs reservist for the Federal Emergency Management Agency (FEMA), serving as lead public affairs officer for the September 11th attack on the Pentagon and numerous natural disasters. She has worked with Human Technology (HT) for the past 4 years.

Ms. Jenzer has trained hundreds of FEMA public affairs reservists and assisted HT with the redesign of FEMA's public affairs curriculum. She also provided public affairs training to FEMA's cadre of Federal Coordinating Officers and numerous program managers. She developed training and a CD tool kit for FEMA Region III public affairs reservists and is currently developing a field guide and training for public information officers in the Virginia Department of Emergency Management's joint information center. Prior to becoming an independent consultant, Ms. Jenzer held lead public affairs positions with the Virginia departments of Housing and Community Development, Personnel and Training, Aging, and Emergency Management. Ms. Jenzer completed FEMA's Master Trainer Program in 2000.

Recent Experience

Currently developing leadership training for Department of Homeland Security, Customs and Border Protection supervisors and managers on crisis decision-making and communication skills.

Developed public affairs training for:

- Virginia Department of Emergency Management—Joint Information Center (ongoing).
- FEMA Region III public affairs reservists.
- Virginia Building Code Academy—Advanced Module for local building and fire officials.
- Virginia “Main Street” Managers (part of the national program to reinvigorate urban areas).

Managed for HT, U.S. Customs Service Inspection Training Projects, including:

- Standardization of the Basic Entry Specialist Training Course.
- Standardization of the Basic Import Specialist “A” Course.

Managed and served as lead designer for HT for FEMA's Emergency Planning and Special Needs Populations Course.

Collaborated with HT on the Presentation Skills Course, the first offering in Customs' Professional Trainer Development Program.

Collaborated with HT on the following FEMA technology-based projects:

- **Evaluation of Training Web-Based Course:** This 30-hour course uses a blend of learning technologies including text-based reading, computer-based exercises, written assignments, online testing, performance support tools, and a knowledge management exchange.
- **Y2K Training:** This training program used a blend of classroom and web technologies to provide State and local emergency managers with information and resources.