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The author of 9 books, Dawn Bjork is The Software Pro®, a Microsoft Certified Trainer and who has earned more than 30 other professional certifications including Microsoft Office Specialist Master (MOSM), Microsoft Excel Expert, Microsoft Outlook Specialist, and Microsoft PowerPoint Specialist. The Software Pro is recognized as a Women's Business Enterprise (WBE) and Woman Owned Small Business (WOSB). Dawn is also the President of the Colorado chapter of the National Speakers Association.