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With over 25 years' experience as a tech translator and problem solver, Dawn Bjork is The Software Pro®. Dawn shares smart and easy ways to save you time and increase your productivity through her work as a nationally recognized technology speaker, software trainer, and computer consultant. The author of 9 books, Dawn has earned more than 30 professional certifications including Microsoft Certified Trainer (MCT) and Microsoft Office Specialist Master (MOSM). Dawn is also a Past President of the Colorado chapter of the National Speakers Association.