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July 1989 **The Joint Commission**  
To Present Oakbrook Terrace, Illinois

The Joint Commission is a private, not-for-profit organization that establishes standards to accredit health care organizations, and provides educational and consultative support to health care professionals. The Joint Commission has approximately 1000 full and part-time employees.

March 2008 to Present

Web Communications Developer – Department of Communications  
Reporting to Associate Director for Web Communications, have web content management, design and development, and other technology-related project responsibilities for the company's family of internet, intranet and extranet sites and associated services. Visit these sites: [www.jointcommission.org](http://www.jointcommission.org) and [www.centerfortransforminghealthcare.org](http://www.centerfortransforminghealthcare.org)

Activities include:

- Use of Windows-based software: A proprietary web content management system, Microsoft Content Management System applications, Sharepoint, Photoshop 5.0, Acrobat Pro, PowerPoint, Flash 4.0, DreamWeaver 4.0, CSS, Adobe Captivate, etc.
- User technical support

April 2000 to March 2008

Survey Technology Specialist – Division of Accreditation and Certification Operations  
Reporting to the Associate Director, Survey Technology, had development, testing, training, and support responsibilities for the company's proprietary laptop software used by its field representatives. Designed and delivered all training materials for new hires and current field representative and select central office staff. Also maintained the content for two intranet websites.

Activities included:

- Instructional design and classroom instruction
- Use of Windows-based software: Front Page, SharePoint, Visio, PowerPoint, Camtasia, etc
- Extensive use of internal system software
- User technical support

October 1999 to April 2000

Editor, Electronic Publishing – Department of Publications  
Reporting to the Director, had editorial, authoring, product testing, and technical and customer service responsibilities for the company's automated products. Produced the first five products employing HTML formatting and a web-based browser. Working with the company IT staff, supervised the release of three interactive products which were tools to assist health care organizations prepare for their accreditation activities.

Activities included:

- Use of Windows-based software: Word, Front Page, BookWorks Author
- Onsite demonstration and customer support

July 1989 to October 1999

Project Manager – Division of Education  
Reporting to the Production Manager, Department of Publications, had editorial, seminar material and

audio-visual production responsibilities for education seminars, conferences, and video products. Implemented and maintained a production schedule for education materials review and revision processes.

August 1984      Grant Thornton  
to June 1989      Chicago, Illinois

Grant Thornton is an international accounting and management consulting firm.

Supervisor – Administration, Continuing Education Department: Coordinated educational course materials editorial and production functions. Worked closely with staff and consultants in the development and delivery of continuing education programs. Also administered education programs to 300 firms participating in the Grant Thornton Technical Materials Subscription Service.

1981 to 1984      John Sibbald Associates  
Chicago, Illinois

Research Associate: Had research, editorial and production scheduling responsibilities for this management consulting/executive search firms' four business directory publications.

DePaul University  
College of Arts and Social Sciences  
Chicago, Illinois  
Pursuing Master of Arts, New Media Studies

Bowling Green State University  
College of Business Administration  
Bowling Green, Ohio

Bachelor of Science degree, 1980  
Human Resource Management