

Testimonials – Customer Reviews – Recommendations

PDF Expert Essentials: From Document Creation to Secure e-Signatures

PDF Expert Training: Mastering the Workspace

- Discover the intuitive **PDF Expert** interface and customize it to fit your workflow
- Explore tool panels, palettes, and navigation options within PDF documents
- Adjust display settings for optimal reading comfort
- Use zoom and navigation tools effectively

Creating PDF Files with PDF Expert

- Generate PDFs from Word, Excel, image files, or web pages
- Merge multiple files into a single PDF document
- Paste text or images from the clipboard directly into your PDF
- Export content to RTF or image formats

Editing PDF Content

- Edit text and images directly within PDF Expert
- Precisely manipulate graphic elements

Building Navigation Tools

- Use thumbnails for quick navigation
- Add bookmarks, interactive links, and action buttons
- Structure documents for intuitive reading experiences

Advanced PDF Expert Features

- Import images and create links to files, pages, or URLs
- Create an interactive table of contents using visual links
- Use crop tools and prepare PDFs for presentations

- Embed multimedia (videos, audio) into your PDF files
- Extract text/images, tag content, and convert to other formats
- Attach external files and compare document versions

Managing PDF Pages

- Crop, rotate, insert, move, copy, or delete pages
- Extract or replace specific pages as needed
- Add headers, footers, watermarks, and background images

Protecting Your PDF Files

- Use redaction tools to hide sensitive information
- Configure up to 3 levels of password protection
- Apply advanced security settings to your documents

Adding Comments and Annotations

- Highlight, underline, and add text boxes
- Use drawing tools and graphic annotations
- Send documents for review and track feedback
- Import/export annotations and enable Adobe Reader rights

Using Digital Signatures

- Set up and manage your digital signature profiles
- Configure password options and insert personalized signatures

Conclusion of the PDF Expert Training

By the end of this training, you will be able to leverage the full potential of **PDF Expert** to create, edit, and manage professional-grade PDF documents. Whether you work in administration, HR, or document management, this course will boost your efficiency, productivity, and document security.

Camtasia Training | Online | Montreal | Quebec |

Introduction to [Camtasia](#) training
Discover Camtasia
Getting started with basic functions
Use help
Create a screencast

The different types of screencast.
Manage a record.
Make a montage with video
Integrate music.
Insert subtitles and a menu.
Publish a project
Insert special effects
Add zones

C# Training | C Sharp Course

Introduction to the **C#** Training

Understanding the .NET Environment
Installing Visual Studio

Hands-on Workshop: *Creating your first application*

Learning the Fundamentals of C# Syntax

Namespaces
Using Variables, Structures, and Classes
Introduction to Classes
Working with Variables in Memory
Using Strings and the using Alias Directive

Hands-on Workshop: *Writing your first program*

Mastering Object-Oriented Programming in C#

Defining Methods and Properties
Using Object Constructors
Static Class Members
Inheritance
Polymorphism
Working with Interfaces
Abstract Classes

Advanced C# Language Concepts

String Processing with StringBuilder and Regular Expressions
Collections, Dictionaries, and Hash Tables
Using the if Statement
Applying switch for Multiple Conditions

Working with Arrays
Loops (while, for, foreach)
Operators in C#
Exception Handling
Types of Exceptions

Relationships Between Classes

Inheritance
Interfaces
Aggregation
Composition

Database Integration

Entity Framework
ADO.NET
LINQ

Vue.js Training

Introduction to the [Vue.js Training](#)

Installing Vue.js

Architecture and Core Features
Development Tools
Command Line Interface (CLI)

Getting Started with the Framework

Understanding the Instance Concept
Working with Templates
Understanding the View Layer
Passing Data to the View
Data Binding
Understanding Directives
Understanding Filters
Handling Events
Styling Components
Using Loops and Conditional Rendering

Advanced Concepts

Managing Routing
Making AJAX Requests
Creating a Custom Filter
Creating a Custom Directive
Building a Component
Extensions and Plugins

Recommended Training

[TypeScript Training](#)

HubSpot Training: Mastering Customer Relationship Management (Beginner)

Module 1 – Understanding the Logic of a Modern CRM

- The role of a CRM in an organization: objectives, benefits, and limitations
- Differences between CRM, marketing automation, and sales tools
- Overview of HubSpot (CRM, Marketing, Sales, Service) and common use cases
- Best practices: adoption, data quality, and follow-up discipline

Module 2 – Getting Started with the HubSpot Environment

- Interface discovery: navigation, menus, views, and search
- Essential settings: profile, company details, preferences, units
- User management: roles, access rights, and security principles
- Work organization: dashboards, shortcuts, and startup methodology

Module 3 – Structuring Your Customer Database

- Creating and managing contacts, companies, and associations
- Understanding properties: standard fields, custom fields, field types
- Data import and cleanup: formats, duplicates, and consistency rules
- Effective segmentation: filters, views, and lists for targeting

Module 4 – Centralizing Interactions and Customer Follow-Up

- Activity timeline: notes, emails, calls, meetings, and traceability
- Task creation and management: priorities, reminders, organization
- Managing interaction history: search, sorting, and key information
- Daily routine: a simple method to ensure nothing is missed

Module 5 – Capturing Leads Effectively

- Conversion principles: visitor → lead → contact journey
- Form creation: fields, validation, messages, and best practices
- Website integration: tracking, embedding, and data consistency
- Conversion pages: structure, calls to action, and compliance principles

Module 6 – Communicating with Your Contact Database

- Campaign preparation: objectives, audience, messaging, and scheduling
- Email creation: content, subject lines, personalization, segmentation
- Best practices: deliverability, consent, frequency, and quality
- Performance analysis: open rates, clicks, and optimization opportunities

Module 7 – Automating Simple Actions

- Understanding automation: triggers, conditions, and actions
- Basic automations: notifications, assignment, follow-up, reminders
- Structuring a simple journey: post-form or post-interaction automation
- Best practices: avoiding over-automation, testing, and monitoring

Module 8 – Organizing Support and Request Follow-Up

- Structuring customer request handling: tracking logic and priorities
- Centralizing exchanges: traceability and internal collaboration principles
- Organization methods: categories, statuses, and urgency levels
- Continuous improvement: standardizing responses and reducing delays

Module 9 – Measuring and Managing Performance

- Defining relevant KPIs: acquisition, conversion, follow-up, engagement
- Dashboards: reading, widgets, and essential indicators
- Interpreting results: trends, anomalies, and corrective actions
- Improvement planning: adjusting messages, segments, and processes

Training: Customer Experience – A Key Driver of Organizational Success

What Is Customer Experience?

- Understanding customer experience and its strategic role
- An overview of customer experience management (CXM)

Measuring and Evaluating Customer Experience

- Why and how to measure customer experience effectively
- Key customer experience performance indicators
 - Net Promoter Score (NPS – customer advocacy and recommendation rate)
 - Customer Effort Score (CES – level of effort required to purchase products and services)
 - Customer Satisfaction Score (CSAT)

Improving Customer Experience: Best Practices and Methods

- Understanding and optimizing the customer journey
- The role of internal collaboration in enhancing customer experience
- Listening to customer and employee feedback
- Communicating initiatives implemented to improve customer experience
- Selecting the right distribution and communication channels
- Practical workshop on customer experience improvement

Customer Experience Case Study

Connecting Customer Experience with Employee Experience

- What is employee experience?
- Why align customer experience with employee experience?
- How to effectively connect the two approaches
- Key benefits of aligning customer and employee experience
- Practical workshop on linking customer experience and employee experience

Training: Customer Portfolio Management

Why Build and Manage Customer Portfolios?

- Why create structured customer portfolios?
- The key benefits of managing customer portfolios

Defining Customer Classification Criteria

- Understanding your customers
 - Classification based on revenue, turnover, industry sector, and other relevant criteria

Developing Tailored Strategies for Different Customer Segments

- Customer relationship management strategies
- Delivering consistent service quality
- Practical role-playing workshop

Growing and Retaining a Customer Portfolio

- How to develop and expand a customer portfolio
- Best practices for maintaining long-term customer relationships

Evaluating Customer Portfolios

- Why evaluate a customer portfolio and the benefits of doing so

Customer Portfolio Evaluation Methods

- Current value of the customer portfolio
- Potential value of the customer portfolio

Training in Statistical Analysis and Data Preparation with R

1. Data Preparation

- Identifying Missing Data in R
- Simple Imputation in R

- Multiple Imputation in R
- Random Forest Imputation in R
- Imputation Using Mean LOD
- Handling Censored Data
- Assessing Imputation Quality in R
- Sensitivity Analysis in R

2. Quality Index Analysis

- Analysis of Variance (ANOVA) in R
- Tukey HSD Test
- Kruskal–Wallis Test in R

3. Factor Analysis and Multivariate Regression in R

- Principal Component Analysis (PCA) in R
- Multivariate and Binary Regression Models in R

4. Trend Tests and Time-Based Analysis

- Performing the Mann–Kendall Trend Test in R
- Time Series Analysis and Lomb–Scargle Periodogram in R

5. Time Series Modeling

- Time Series Models (ARIMA, SARIMA) in R

Related Training

[R Programming, RStudio, and Tidyverse Course](#)

Articulate Storyline 360 Training: Create Interactive eLearning Modules

Module 1 – Introduction to Articulate 360 and eLearning Standards

- Overview of the Articulate 360 suite: Storyline, Rise, Review, Content Library
- Key eLearning concepts: modules, learning paths, interactive activities
- Industry standards: SCORM, xAPI, AICC
- High-level view of an instructional design cycle using Articulate tools

Module 2 – Creating a Course with Storyline

- Getting to know the interface and core functionalities
- Inserting slides, text, images, and videos
- Building interactions: buttons, clickable zones, layers, states
- Adding quizzes and assessments
- Managing navigation and customizing the course player

Module 3 – Editing and Improving an Existing Course

- Importing and opening an existing project
- Identifying inconsistencies (navigation, design, content)
- Editing text, media, and interactions
- Best practices for review and instructional validation
- Quality checks: accessibility and mobile compatibility

Module 4 – Exporting and Creating SCORM Packages

- Configuring tracking and scoring (SCORM 1.2, SCORM 2004, xAPI)
- Selecting the right export settings for your LMS
- Generating and testing a SCORM package
- Verifying content with SCORM Cloud before deployment

Module 5 – Using Articulate Review for Collaboration

- Publishing a project to Review 360
- Inviting collaborators and collecting feedback
- Version control and tracking revisions
- Integrating the review process into a team workflow

Module 6 – LMS Integration

- Importing a SCORM package into an LMS (e.g., Moodle, TalentLMS, Docebo)
- Key LMS settings: results tracking, completion, progress
- Testing compatibility and troubleshooting common issues
- Best practices for go-live deployment and user support

Module 7 – Practical Workshop and Final Project

- Building a mini interactive module with a quiz
- Exporting to SCORM and uploading to a test LMS
- Validating the project using Articulate Review with feedback loop simulation
- Final skills assessment and participant feedback