



Illustrated Microsoft Office 365 & Office 2016: Introductory

By David W. Beskeen, Carol M. Cram, Jennifer Duffy, Lisa Friedrichsen, Elizabeth Eisner Reding

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Editorial Review

About the Author

David W. Beskeen has authored or co-authored numerous computer books since 1992, including more than 25 titles for Course Technology. He has guided readers in mastering PowerPoint, Word, Excel, Internet Explorer, Outlook, Windows, Livemotion, and other leading proprietary software packages. An expert in applied technology, Mr. Beskeen has a variety of teaching and consulting experience in today's computer technology.

Carol M. Cram is the author of more than 35 textbooks on computer applications, business communications, and Internet-related subjects. Ms. Cram was also a long-time faculty member at Capilano College in North Vancouver, where she served as the Convenor of the Executive Support Program, the Program Consultant for Business and Computers in Continuing Education, and an instructor of business and computer-related courses.

Jennifer Duffy is a freelance author who lives and works in New Hampshire. She has been writing leading texts for Course Technology for more than ten years and has authored previous editions of MICROSOFT WORD ILLUSTRATED for the popular Office series. Ms. Duffy has worked successfully in the business world as a writer, editor, and public relations liaison. She combines her strong business knowledge and expertise in Word with exceptional writing skills that ensure the clarity of this and each of her other books.

Lisa Friedrichsen is a Professor at Johnson County Community College in Overland Park, Kansas, where she teaches database and web development classes. As an author, she has written several prominent Access, Office, and Web related textbooks. Ms. Friedrichsen combines her ability to teach with extensive industry experience to create clear, practical presentations. Ms. Friedrichsen's undergraduate degree is in Engineering from Iowa State University and she has an MBA from Drake University. She worked for a decade at IBM Corporation before becoming a consultant, author, and college professor.

Ms. Elizabeth Eisner Reding has authored numerous books for Delmar and Course Technology on a variety of software programs, including Adobe Photoshop, Microsoft Office, and Microsoft Publisher. Living in New Mexico with her husband, Ms. Reding spends her free time grilling, water gardening, road and mountain biking, and collecting Southwestern art.

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