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Summary of qualifications

Core Skills Inventory:

- Instructional design and development since 1992
 - Primarily use variations of ISD and ADDIE models
 - Extensive experience with multiple delivery media, including ILT, eLearning, blended solutions, video training, and reference guides/job aids
- Project management
 - Small projects include solo work as contract ID
 - Managed design and development projects with teams of IDs, SMEs, and Instructors
 - Large projects include corporate-wide (200K+ employees) of major training initiatives
- Management/Coordination of employees, contractors, and project teams
 - Team lead/Sr. on multiple projects
 - Manage contractors on business lines and project
 - Manage department (4 employees)
- Wide experience and adaptability to design, development, and project management tools
 - Advanced user – Microsoft Office Suite
 - Mid-level to Advanced user – Adobe Creative Suite (including audio and photo editing programs)
 - Mid-level user – Adobe Premiere video editing
 - Advanced user – Adobe Presenter
 - Advanced user – Adobe Captivate
 - Advanced user – Articulate Presenter
 - Basic user – Articulate Storyline
 - HTML, XML, ASP, SQL, Javascript

Work Experience:

08/10/2014 – 1/25/19

Senior Instructional Designer

***MEDHOST
Nashville, TN***

Design and develop effective and measurable instructional manuals, eLearning courses, and other educational materials while utilizing solid project coordination skills to lead education development efforts for a MEDHOST line of business.

- Collaborate with team members and stakeholders in the design and development of interactive eLearning products and instructor-led training resources, including facilitator guides and participant guides.
- Apply thorough knowledge of instructional design methodology to design and develop learning content, working with subject matter experts, management, trainers, eLearning developers, and other stakeholders.
- Implement learning deliverables, including facilitation of train-the-trainer sessions.
- Research, select, and modify existing training curricula, content, materials, job aids, etc. to meet learning needs.
- Review program evaluations, test results, and participant and manager feedback on training effectiveness to make training program improvements.
- Design evaluation strategies and tools to determine whether desired learning and performance outcomes are achieved.
- Coordinate the collaborative efforts of an Education Product Team - resources from the Education Development, Education Delivery, and Customer Support Education teams - whose shared purpose is to develop and deliver training for a MEDHOST line of business.
- Represent the Education Department within cross-functional Program Team(s) for a MEDHOST line of business; Accountable for the development and execution of an Education Plan that supports business needs within the Program and PDLC (Product Development Lifecycle).
- Define, schedule, and manage the execution of the Education Plan, including:
 - Set, track, and manage timelines in alignment with anticipated product release dates.
 - Accurately and intelligently set attainable project milestones.
 - Identify project dependencies, anticipate risks before problems occur, and create ways to accomplish project goals regardless of changing circumstances.
- Upload and maintain courseware and catalogs in the MEDHOST Learning Management System.
- Demonstrate leadership, influence, and collaboration across multiple and diverse groups.

05/01/2010 – 08/08/2014

Instructional Designer

***Itron, Inc
Liberty Lake, WA***

Product Training Development for *Smart Grid* hardware and software (gas, water, and electric utilities)

- Update existing training materials for new software release
- Perform front-end analysis to identify core tasks, learning objectives, audience, etc.
- Create training project design documents
- Select appropriate delivery methodology (e.g. ILT, eLearning, etc.) for training materials
- Project management of training projects
- Develop ILT training content using PowerPoint, MS Word, and Author-It
- Develop eLearning content using Adobe Captivate and Articulate Suite (Presenter, Quizmaker, and Engage)
- Advise on selection of eLearning development tools
- Participate in selection, implementation, and initial administration of Plateau/Success Factors Learning Management System (LMS)
- Develop standards, business processes, and best practices for LMS users and administrators
- Train LMS users
- Develop audio scripts for converted files
- Record and edit audio using Adobe Sound Booth software
- Edit screen captures and graphics with Adobe Photoshop

06/01/2009 – 04/01/2010

Contract Instructional Designer

*Safeway Corporate
Pleasanton ,CA*

eLearning conversion project for grocery store employees

- Convert eLearning content developed with proprietary tools to Articulate Presenter and Adobe Captivate
- Leverage basic understanding of XML to retrieve content from manifest files
- Develop audio scripts for converted files
- Perform minor audio edits using Adobe Sound Booth software
- Edit screen captures and graphics with Adobe Photoshop

04/01/2009 – 06/01/2009

Contract Instructional Designer

*Cisco Systems
San Jose ,CA*

Research, design, and develop elearning modules for new accounting software rollout

- Perform basic front-end analysis with SMEs to identify tasks and learning objectives
- Use MS Word and PowerPoint to develop outlines and storyboards
- Develop training content using Adobe Captivate
- Edit screen captures and graphics with Adobe Photoshop

06/01/2008 – 01/01/2011

Web Content Writer/Developer

*Native Hunt Enterprises
Santa Clara ,CA*

Create, research, and write web content and updates for hunting outfitter's marketing website

- Research and write press releases and email updates using html, Dreamweaver, and MS Word
- Shoot and edit photos for site using Adobe Photoshop

09/01/2008 – 01/31/2009

Contract Instructional Designer

*Accuray
Sunnyvale ,CA*

Manager Training Upgrade Project (Medical Devices)

- Design and develop training manuals, course materials, and e-Learning materials for new managers using client's existing materials, SME interviews, and adult learning concepts
- Create MS Word template for student and instructors' manual
- Create PowerPoint collateral slides for classroom training
- Convert ILT to eLearning courseware using Articulate Presenter

05/27/2008 – 12/08/08

Contract Instructional Designer

*Dell Computer
Fremont ,CA*

Everdream Desktop Manager Training Project (Computer hardware manufacturer)

- Design e-Learning materials for end users of proprietary, remote, desktop management system
- Use Captivate to create software simulations

- Use Lectora to provide course framework
- Create and edit audio for training using Adobe Soundbooth CS3
- Lead team to develop Lectora templates for overall project
- Develop style-guide for Instructional Design team
- Provide project management support and liaison between ID team and Dell Management

03/10/2008 – 03/28/08

Contract Instructional Designer

*Fireman's Fund Insurance
Novato, CA*

- Develop and update end-user training for a web-based Insurance Agent filing system using Adobe Captivate for simulation and testing.

06/08/2007 – 02/08/08

Contract Instructional Designer

*Genentech
South San Francisco, CA*

Multiple Projects for international audience (medical professionals and research scientists) and for internal audiences (research scientists, assistants, lab workers, IT support)

- Design and Develop eLearning course materials for pharmaceutical and research company
- Developed courseware for international Lupus study certification using Adobe Articulate and MS PowerPoint
 - Audience was primarily doctors wishing to qualify participants in international Lupus gene mapping project
- Developed simulation training for internal IT applications using Adobe Captivate to provide interactive practice and scenarios
- Perform end-to-end course design and development using ISD and ADDIE models
- Worked with tools including Captivate, Lectora, Camtasia, Articulate Presenter and Quiz Maker, Adobe Presenter, Adobe InDesign, Adobe Premier, and Adobe Soundforge

03/26/2007 – 05/15/2007

Contract Instructional Designer

*Apple Computer
Cupertino, CA*

Supply Chain Automation Project

- Design and Develop ILT course materials for new Supply Chain training program
- Perform front-end analysis and recommend appropriate training plan
- Utilize Instructional Design principles (ISD), Technical Writing
- Worked with tools including Apple OSX, Graffle, Keynote, Paintshop Pro, and MS Office Suite

04/03/2006 – 02/28/2007

Contract Instructional Designer

*Kaiser Permanente
Oakland, CA*

National Compliance Office Privacy and Security Training Projects (various)

- Design and Develop course materials for WBT and ILT training programs
- Responsible for Privacy and Security Training Curriculum design, development, and maintenance
- Designed online Health Insurance Portability and Accountability Act (HIPAA) courseware for medical center audience
- Work closely with subject matter experts, hospital staff and doctors to identify and address compliance training needs
- Develop standardized management compliance training for doctors, hospital staff, and medical center employees
- Research and recommend eLearning development tools to client

- Perform front-end analysis and recommend appropriate training plans to address special needs of medical industry staff, management, doctors, and employees
- Utilize Instructional Design principles (ISD), Technical Writing
- Worked with tools including Saba Publisher (Lectora), Paintshop Pro, and MS Office Suite

08/06/2005 – 03/30/06

Contract Instructional Designer

***PG&E
San Ramon, CA***

Multiple Projects For Major Utility Company– Skills Maintenance training for Linemen, Line Inspection Procedures Update, Mapping

- Design and Develop course materials for WBT and ILT training programs
- Redesign and development of high-profile program manual
- Work with internal clients to identify training needs, determine appropriate training media and approach, and define training objectives
- Utilize Instructional Design principles (ISD), Technical Writing, XML, and HTML
- Worked with tools including Proprietary e-learning platform (PGE Presenter), Captivate, DreamWeaver, Paintshop Pro, Macromedia Flash, and MS Office Suite

08/06/2004 – 08/06/2005

Human Resources Development Specialist

***Safeway, Inc.
Pleasanton, CA***

Managed eLearning Department for Corporate Human Resources Development Organization

- Acting manager for Web-Development department during the recruitment and replacement of previous manager
- Screened and interviewed candidates for Web Development and Instructional Design positions
- Managed projects and personnel
- Project Manage course design and development offerings for grocery employees
- Design and develop course offerings for department manager training program for grocery employees
- Define and implement development standards for WBT and eLearning development
- Manage development/maintenance of HR and Career Development websites
- Work with executives, IT department, and other principals in order to identify, select and implement a Learning Management System for the enterprise
- Utilize Instructional Design principles (ISD), HTML (hand-coded and DreamWeaver), XML, Flash, and JavaScript
- Worked with tools including DreamWeaver, Paintshop Pro, Macromedia Flash, and MS Office Suite

03/01/2004 – 08/06/04

Instructional Designer (Contract)

***Safeway, Inc.
Pleasanton, CA***

Various Projects

- Design and develop WBT course for major product rollout
- Design and develop Web Based Training offerings for department manager training program
- Utilize HTML (hand-coded and DreamWeaver), XML, Flash, and JavaScript
- Worked with tools including DreamWeaver, Paintshop Pro, Macromedia Flash, and MS Office Suite

5/2000 – 03/01/2004

Instructional Designer

***ProBusiness, Inc.
Pleasanton, CA***

Multiple Projects for HR and Payroll Management Software– Primary Responsibility for Selection and Implementation of LMS

- Design and Develop Web Based Training offerings for Payroll/HR software
- System Administrator for ProBusiness Learning Center (Web-based learning center using Blackboard LMS)
- Develop and implement standards for design and delivery of WBT
- Design and develop templates for course development in multiple formats (MS Word, PowerPoint, and HTML)

- Drafted requirements and led a project to acquire and implement Learning Management System (LMS)
- Provide internal Instructional Design consulting for course developers
- Design training for both Internal and External audiences
- Charged with design and implementation of prototype Web Based Training program
- Utilized HTML, JavaScript, ASP, VBScript, and SQL programming
- Worked with tools including DreamWeaver, Paintshop Pro, and MS Access

4/99 – 5/2000

Documentation Specialist (Contract)

Applied Materials
Santa Clara, CA

Online Time and Materials Management Product Training

- Developed web-based training and tutorials for online product
- Designed and developed small-scale Learning Management System (LMS) to support training rollout
- Interviewed subject matter experts and researched content
- Wrote training content
- Performed QA and Testing
- Utilized technical writing, web-design and development, and instructional design capabilities
- Worked extensively with HTML, as well as Javascript and VBScript to write web pages and ASP

6/1/98 - 7/2/99

Documentation Specialist (Contract)

Pacific Bell/SBC
San Ramon, CA

- Documented procedures for corporate-wide Y2K assessment and upgrade
- Developed web-based documentation and tutorials
- Developed on-line help documentation using Robo-Help
- Interviewed subject matter experts and researched content
- Utilized technical writing, web-design and development, and instructional design capabilities

3/17/98 - 5/30/98

Instructional Designer (Contract)

InfoWorks, Inc.
San Ramon, CA

- Designed and developed front end and training program for web delivered training project
- Wrote training content for project
- Interviewed subject matter experts and researched content
- Co-designed web interface
- Utilized technical writing and instructional design capabilities

5/19/97 - 2/20/98

Education Coordinator

Walker Interactive
San Francisco, CA

- Responsible for coordination of training development for Financial Application software in both Client/Server and Windows environments
- The position required management skills, including working with remote developers/trainers. Scheduled development phases between research, development, and publication
- Used communications skills to achieve goals and objectives through interdepartmental teamwork
- Charged with research and development of alternative training delivery methods, including CBT and development of prototype Web-Based training tool built with HTML.
- Utilized technical writing and instructional design capabilities

9/96 - 5/97

Instructional Documentation Specialist

Ultradata Corp.
Pleasanton, CA

- Designed, wrote, and packaged CBT (Computer Based Training) for financial services software company
- Used MS Word7, Macromedia Authorware, Adobe Photoshop, and Blue Sky RoboHelp. Also used Macromedia Director, MS Powerpoint, HTML, and MS Project
- Designed program interfaces, testing/evaluation, animation, and all interaction branching for the programs
- Performed some limited program simulation
- The position required excellent technical writing and instructional design capabilities, as well as self-management. Performed intensive interviews and research with subject matter experts to gather data for the training program.

9/86 - Present

Wilmington, NC

Freelance Writer/Developer

- Researched and wrote magazine and news articles for local publications
- Developed Computer Based (interactive) Training on contract basis. This material was written and designed for delivery on CD-Rom as a training and reference aid.
- Developed RoboHelp online help files.
- Developed web sites using HTML
- Photography and desk top publishing abilities.

9/93 - 1/96

Training Systems Incorporated

Instructional Designer and Developer

Wilmington, NC

- Researched, wrote, and developed training programs (manuals and CBT) for clients in the pulp and paper industry
- Required ability to read and understand schematic and engineering drawings
- Interviewed engineers for subject matter expertise
- Designed training interfaces for Computer Based Training
- Wrote user guides and reference materials
- Wrote audio and video scripts for training tapes, training video, and multimedia programs
- Transcribed highly technical material from engineering terminology to lay terms for the users
- Developed comprehensive training on new equipment and processes
- Individually managed two small projects
- Worked as Instructional Designer with a development team to formulate objectives and strategies based on ISD concepts
- Other required skills included photography, audio and video script writing, extensive use of Microsoft Word for Windows, use of Microsoft Projects, some use of Microsoft Access, and training in Authorware Multimedia Development

5/19/88 - 2/20/92

University of North Carolina at Wilmington

Newspaper Editor-in-Chief

Wilmington, NC

- Managed newspaper personnel, including hiring and firing as needed
- Managed financial status of the newspaper, including income from advertising and outflow to cover salaries, printing, and distribution

Education

University of NC at Wilmington

Wilmington, NC

- Bachelor of Arts in English, with emphasis on Professional/Creative Writing and Teaching
- North Carolina Teaching Certificate

Computer Skills

- Languages include: HTML, Javascript, some VBScript and SQL
- Well versed in Microsoft Word
- Excellent skills with Trivantis Lectora (Saba Publisher), Dreamweaver, Adobe Photoshop, HTML, RoboHelp (help file creator), Corel Paintshop Pro, Adobe Captivate, Adobe Presenter, Articulate Presenter.
- Good skills with,Microsoft PowerPoint, and Microsoft Project, as well as developing ASP, Adobe Photoshop, Adobe Premier
- Working familiarity with Macromedia Authorware, Microsoft Access, Adobe Framemaker 5.0, Microsoft Excel, Macromedia Director, Macromedia Flash, HotDog, Corel PhotoPaint, iPhoto photo editing and scanning software, and some graphics utilities.