

Education

Masters of Education - Instructional Technology	University of Delaware	2002
Bachelors of Science - Engineering Technology	University of Delaware	1996
ANSI ISO 9001 - Certified Lead Auditor		

Technology Skills

Web Based Training: Captivate, Articulate, PhotoShop, Premiere Pro, Adobe Presenter, Camtasia, Dreamweaver
Learning Management: Captivate Prime, Litmos, Saba Centra, Plateau, WebCT, SharePoint, Oracle e-Business Suite
Desktop Communications: Office 365, WebEx, Visio, PPT, Excel, Word

Qualifications

- Created wireframes, storyboards, sitemaps and screen flows.
- Conducted usability testing and assisted with agile development projects.
- Reviewed user profiles and interviewed focus groups
- Instructional design, process mapping, usability testing, technical writing, organizational development, curriculum design, adult learning theory, and project management experience.
- Designer of instructor-led (virtual and physical classrooms), eLearning, infographics, multimedia, on-the-job, social, and blended solutions for diverse learner audiences and environments.
- Involved with the entire lifecycle of L&D blended learning solutions for enterprise wide projects.
- Partnered with subject matter experts, business owners, and stakeholders to understand business and learner needs and develop appropriate solutions that meet organizational objectives.
- Project management skills, including handling competing priorities, working to deadline, and managing small to large scale projects in an agile project team environment.
- Experienced consultant and employee working with remote and global teams.
- Lead tool teams to introduce emerging technology to organizations.
- Thrives on continuous learning, collaboration, and effective communication.
- Translates data into a format that can be presented using a compact and creative approach that is engaging, easily interpretable, specific, relevant and accurate.

Experience

JAE - 2016

Instructional Designer

Generated scalable learning and development solutions using Adobe Presenter and Captivate. Developed training in accordance with TS16949 for OSHA safety topics. Captured and edited audio, video, and photo elements to incorporate into CBT. Prepared training plans, storyboards, and flowcharts to detail the navigation, structure, and timeline of training deliverables. Performed administrator functions including course upload and reporting using Adobe Captivate Prime LMS. Established role based certifications for employees using the LMS.

Nike - 2015 - 2016

Contract - Organizational Change and Transition Manager

Conducted ILT, Train the Trainer, and virtual training for the enterprise wide Service Now application. Coordinated TTT efforts for trainers functioning internationally. Organized worldwide ILT logistics. Processed feedback from over 100 team members to implement process improvements and best practices. Planned communications and logistics for over 700 users. Executed reports to provide metrics to conduct level four evaluations.

National College of Natural Medicine - 2015

Contract - Instructional Designer

Conducted a needs assessment. Prepared a training plan. Generated a blended learning solution. Used Adobe Connect to allow participants to share resources. Conducted usability testing. Created an assessment in Captivate.

Xerox – 2014

Contract - Instructional Designer

Generated blended learning solutions on a large-scale rollout for SAP logistic, maintenance, and security subject areas. Developed storyboards for project sponsor approval. Created web based training, quick reference guides, and infographics. Produced WBT for international users. Prepared content for global translation. Facilitated the content review, revision and sign-off cycles.

Daimler – 2013**Contract - User Experience Lead**

Designed eLearning for large scale Siemens Product Lifecycle Management application based on tickets received in HP Quality Center. Documented User Education and Communications requirements for projects and service-support requests. Worked with IT project development teams and business experts to identify User Education and Communications solutions. Responsible for creating wireframes and storyboards. Interviewed subject matter experts and end users.

Con-Way - 2013**Contract - Instructional Designer**

Conducted needs assessments. Prepared training plans. Defined project milestones. Generated Captivate eLearning modules. Conducted review sessions. Coordinated training evaluations and used feedback to improve the product. Partnered with IT to ensure a successful program pilot.

Holiday Retirement - 2012-2013**Contract - Instructional Designer**

Created SCORM 1.2 compliant WBT for the Oracle / Learn.com LMS. Transformed PPT files into Articulate based courseware. Generated demonstrations and simulations on an enterprise wide project for Microsoft Dynamics CRM system using Adobe Captivate. Used Microsoft Online Services and Sharepoint to share reusable learning objects with team members. Collaborated with SMEs on storyboard development. Developed new hire and sales based training. Prepared assessments and generated reports on user progress.

Nike - 2011**Contract - Instructional Designer**

Lead the WBT training design and development by providing recommendations about Captivate and uPerform templates that will accommodate multiple languages. Created SAP WBT for an enterprise wide global audience using uPerform. Designed course outlines. Generated simulations, demonstrations, and PDF based job aids as a blended learning solution for subjects including RightNow, Cognos, and OrgPlus. Created the design and documentation standards for offshore developers. Utilized WebEx to conduct global train the trainer sessions. Provided technical input on launch, tracking, and book marking.

Kaiser Permanente - 2010**Contract - Instructional Designer**

Generated EPIC web based training for 10,000 users throughout the west coast. Developed assessments and provided reports to management on pass/fail results. Designed prototypes for sponsor review. Designed the navigation and overall course progression based on user role. Coordinated assessment tracking and reporting.

DefenseWeb Technologies Inc. - 2009**Contract - Instructional Designer**

Generated SCORM compliant WBT using Adobe Captivate for the US Navy. Produced interactive training to allow students to review requirements, practice specific functions using a demonstration, complete an assessment based on requirements, resulting in an email and LMS verification of the students score. Created storyboards for client approval. Recommend best practices and standards related to web-based training and instructional design. Transformed PowerPoint presentations into Adobe Captivate format. Developed scalable learning environments ranging from web to mobile use.

Genentech - 2009**Contract - Instructional Designer**

Developed SAP WBT using Captivate including demonstrations, simulations, and assessments. Managed the design, development and delivery of WBT. Ensured that course content met the needs of the business by conducting needs assessments with project sponsors and subject matter experts. Built evaluations in Questionmark Perception to connect with Plateau LMS. Created OJT for subjects including GMP, QA, and onboarding. Collected and analyzed participant feedback.

Daimler - 2008**Contract - Instructional Designer**

Used Flash and XML to generate Web Based Training for sales employees throughout the United States, Canada, and Mexico. Managed the review and revision process. Provided estimates, detailed plans, and schedules for education and documentation deliverables required for \$50M technology projects. Built demonstrations, simulations, and online assessments using Captivate and Flash.

Standard Insurance - 2008**Contract - Instructional Designer**

Created Captivate and Flash web based training for a proprietary application that manages \$800 million in assets. Conducted WebEx based training sessions. Recorded and edited audio files to serve as the voice over for the training materials. Developed a reporting system providing metrics to project stakeholders. Converted Word documents into online PDF job aids. Developed communication materials for branch offices. Repurposed PowerPoint materials into Captivate format. Established and fostered client relationship by contacting customer prior and following training engagement to gauge success and to determine next steps.

Intel - 2007**Contract - Instructional Designer**

Completed requirements analysis and use cases. Built prototypes for user acceptance testing. Conducted UAT. Ensured the overall quality of deliverables by using the CMMI process. Prepared online coursework for Saba LMS. Produced electronic performance support solutions. Recorded audio for an Adobe Presenter presentation. Provided formal and informal training proposals for clients.

State of Oregon - 2007**Contract - Instructional Designer**

Conducted a needs assessment. Defined a five-year training plan to include onsite and web based training that served over 4000 users throughout the State of Oregon. Functioned as a usability analyst to propose design modifications to the user interface. Facilitated usability testing. Installed Sharepoint WSS to use as a knowledge management portal linking online training with expert discussions, FAQs, and online help. Created technical documentation including a style guide, quick reference guide, and storyboard. Applied the ADDIE model to design and develop WBT.

Multnomah Educational Service District - 2006**Contract - Instructional Designer**

Created Macromedia Captivate based training for a student information system used throughout the U.S. and Canada. Prepared a statement of work. Conducted a needs assessment, determined course objectives, and guided usability testing. Identified and resolved issues that affect project deliverables. Conducted user and task analysis. Utilized the ADDIE model to generate WBT. Used Articulate to insert supplementary Flash based content during the construction of online training. Documented best practices for the education team. Mentored and developed educational staff by providing assistance, direction, and support.

Friends of the Children - 2006**Contract - Project Manager**

Created and documented UI designs for an Intranet. Installed MS Server 2003, MSSQL, and Sharepoint. Created a five-year IT plan. Produced print based training materials. Developed an online help desk ticket system. Migrated from Exchange 2000 to 2003. Configured windows mobile based PDAs. Conducted surveys and focus groups. Facilitated meetings to communicate project timeline, milestones, and deadlines to stakeholders.

Banfield, The Pet Hospital - 2005**Instructional Designer**

Planned, scheduled, and conducted usability testing. Provided admin support for MS Sharepoint enterprise content management system. Developed online courses in Oracle Learning Management System. Generated print and web based training materials for hospitals throughout the U.S. Produced web based video training. Managed the creative and technical execution of projects from conception through delivery. Served as the main point of contact with project sponsors.

Concordia University / Mt. Hood Community College - 2005**Instructional Designer****Gresham Barlow School District / Mt. Hood Community College - 2003-2004****Multimedia Instructor****City of Portland / Portland State University - 2002-2003****Contract - Project Manager****University of Delaware - 2001-2002****Project Manager****WHYY Public Television - Philadelphia - 2000****Contract - Multimedia Developer****Terumo Medical Corporation - 1998-1999****Quality Assurance Engineer****Daimler Chrysler Corporation - 1997****Contract - Quality Control Engineer**