

# Jessica Claire

📍 Montgomery Street, San Francisco, CA 94105   📞 (555) 432-1000   ✉️ resumesample@example.com

## ACCOMPLISHMENTS

- Team-1 Team Leader - Landmark Education June 2012-October 2014 Landmark Education is an international personal and professional growth, training and development company-a global educational enterprise committed to the fundamental principle that people have the possibility of success, fulfillment and greatness.
- Conducted needs assessments, and defined objectives for the expansion and implementation of communication training and development of courses that entailed class invitations, guest registrations and participant retention.
- Directed teams and collaborated with Subject Matter Experts, National Leaders, Course Leaders and Regional Classroom Leaders to ensure proper development of online distance learning courses.
- Demonstrated ability to communicate with, influence and impact people in my project (Game-In-The-World) at multiple organizational levels, selecting the appropriate training strategy and delivery methods based on business capacity, budget and learning needs, developed interactive coaching strategies utilizing Adobe Captivate 7.
- Coordinated course enrollment and attendance tracking through LISA- their Customer Relations Management System and Tortoise SVN a Subversion Repository.

## PROFESSIONAL SUMMARY

Instructor-Led Training \* Web-Course Development Learning and Development professional with 7 years of progressive experience in the Domestic and Global workplace solutions. Contributes value through a blend of e-learning analytics, organizational development theories, and instructional design technology including management skills and product training. Sharp, poised, organized, business professional that serves as a business partner and liaison to Coaching, Capabilities, and Learning and Development teams; ability to focus on the details in creation of blended learning; Instructor led or WBT; strong behavioral aptitude for analytical projects that require initiative and adaptable to change in fast paced environments. ADDIE Model \* E-Learning Modules \* Needs Analysis \* Course Organization Content Development \* Content Design \* Curriculum Development \* Course Syllabus Design Course Evaluation \* Learning Needs Assessments \* Goals & Learning Objectives \* Instructor Led training Computer Based Training \* Grading \* Measurements of Effectiveness \* Learning Activities & Task Sequence Adult Learning Principles \* LMS & Zinc Systems \* Blended Learning Interventions \* Storyboard Building

## SKILLS

- Microsoft Project 2010, 2013
- BlackHawk College
- Photoshop, Camtasia, Flash- Certifications -In Progress
- Zinc Systems, PowerPoint, Articulate Studio, Articulate Storyline, Adobe Captivate, LMS-SAP, ISOrtrain, Camtasia, SharePoint, Microsoft Project, Muse, SuccessFactors, JDU Enterprise Networks, CRM-PeopleSoft, Ellen-Inquiry Management System, Program Central, Slideshow, Virtual Campus, Stitch-in Sites, ADM and IEX.
- E-LEARNING & INSTRUCTIONAL DESIGN PROFESSIONAL
- COMPETENCIES & CAPABILITIES

## WORK HISTORY

### INSTRUCTIONAL DESIGNER PROJECT MANAGER 09/2016 to 03/2017

Wi-Tronix, LLC | City, STATE

- Designed and developed e-Learning courses, created design documents and ID Plans, developed storyline content.
- End-to-End Processes- Course Authoring, Course Development and Course Launching using SCORM Cloud.
- SME Interviews for content development, Training needs analysis, Review and Sign-off at each project phase.
- Utilized Articulate Storyline 2, Cornerstone LMS, Adobe Captivate, Camtasia tools to aid course development.
- Global , ABV1 Mettawa, IL.
- Feb, Mar, Apr 2016.
- Created introductory text and screenshot captions for the Home-Study Course and clinical data training program.
- Modified and Updated the design of the eLearning Modules and Specialty Brand Portals for new product training of the commercial operations for complex and serious diseases throughout the global affiliates.
- Developed course descriptions, learning modules and training programs utilizing information from Subject Matter Experts and delivered training in an effective manner while overseeing workflow management for design.
- Reviewed, Revised, Defined and Uploaded Glossary Terms with appropriate references and proper annotations following the Abbvie referencing guidelines.
- Designed and developed content and uploaded to Zinc Maps Promotional Systems for Tracking and Review.
- Delivered the best total approvals solutions utilizing zinc systems across their medical/regulatory reviewers and global affiliates, providing them unique expertise and unrivalled customer service.
- Managed a portfolio of [Number] accounts totaling \$(Amount) in sales.

10

### SENIOR INSTRUCTIONAL DESIGNER/TRAINING SPECIALIST 04/2015 to 01/2016

Hospira/Pfizer | City

- Designed e-learning course content incorporatring adult learning principles.
- Developed and implemented e-learning courses utilizing Adobe Captivate 8 and Lectora authoring tools that adhere to best practice, and media-based learning elements-Web-based training and ILT/ blended learning programs such as SAP DTT- Device tracking and tracing.
- Implemented complex e-learning interactions and assessments including quizzes, case studies, video, and simulations.
- Used SharePoint for sharing/viewing training documents as well as for scheduling meetings and tracking project schedules/timelines.
- Supported analysis and evaluation incorporating learner feedback to enhance courses.
- Repurposed content into various training methodologies-lecture, role plays, paired shares, discussion groups.
- Collaborated with SME's and built quality systems and validated regulatory compliance.
- Exhibited solid knowledge of the regulations and ensured appropriate performance in compliance with cGXP's.
- Utilized Camtasia for editing and embedding video into training courses.
- Documented requirements of pharmaceutical quality systems and change control to ensure the validation of its computerized system life-cycle.
- Spearheaded expansion and development initiatives in [Location].
- Spearheaded expansion and development initiatives in [Location].
- Spearheaded expansion and development initiatives in [Location].
- Spearheaded expansion and development initiatives in [Location].

### DEVELOPER PROJECT MANAGER/INSTRUCTIONAL DESIGNER 01/2014 to 01/2015

Deere & Company

- Served as PM leader for multi-million dollar company established over 175 years ago to ensure the continuation of advancing technology, company's core values, and ensuring the development and retention of global efforts.
- Designed a Global Coaching Strategy Administration instructor-led virtual course, deployed globally via WebEx for instructing Professional Global JD Administrators on registration processes and course requirements.
- Created a training deployment syllabus that itemized and detailed the planning and administration of a Coaching Deployment Program, planned for global leadership training session in their global regions.
- Designed first drafts/ storyboards according to JD guidelines and produced a course that facilitated the planning and administration of The Essential Coaching Skills course and management of formal coaching relationships.
- Developed and authored content for WBT training utilizing Articulate Storyline13; loaded into LMS SAP-Succes Factors to deploy, manage and report project status to stakeholders.

## EDUCATION

**Masters of Arts | and Development**  
**Roosevelt University, Schaumburg, IL**  
and Development

**Bachelor of Arts | Public Administration**  
Public Administration

**Concentration Policy Analysis & Business Administration Lusaka, Zambia, Southern Africa      2010**  
**Roosevelt University Graduate Certificates Instructional Systems Designs(ISD), Online Teaching and Application (OTA), Training and Development Microtarin Technologies PMP CEU's Complete - PMP Certification In Progress Six Sigma Greenbelt CEU's Complete- Certification In Progress Sharepoint**

## LANGUAGES

German, Spanish, Chinese, Russian and French, and evaluated the WBT through course completion surveys.