

Professional Summary

I would like to expand my knowledge base with new job responsibilities, but I can offer your company the following skill set: Expertise in On-line Training and CBT development Design CBT and User Interface web-based programs Working knowledge of Service Documentation development to include parts lists, repairs and adjustment procedures, installations, general procedures and troubleshooting Ability to produce videos and flash animations in support of customer and service training Expert in Photography and Adobe Photoshop enhancements Graphics and Technical Illustration support for Customer and Service Collaterals Manage multiple projects while maintaining branding standards Exceed customer expectations Skilled [job title] with experience in the [industry] industry. Familiar with [systems] . Meticulous [job title] , excellent at juggling multiple tasks and working under pressure. Broad industry experience includes Healthcare, Finance and Legal. Experienced [job title] professional with strong leadership and relationship-building skills. Highly ambitious [Job Title] with background in sales, marketing and advertising. Expertise in market analysis, forecasting and client needs assessments. Top producing sales professional and expert in the [Industry type] industry. Dynamic communicator who consistently exceeds goals and company expectations. Motivated [Job Title] with solid experience managing all levels of large scale projects, including budgeting and administration. Exceptional leader talented at [Skillset 1], [Skillset 2] and [Skillset 3]. Technically-savvy with outstanding relationship building, training and presentation skills.

Skills

- Self-motivated
- Data management
- Team leadership
- Team liaison
- Strong verbal communication
- Powerful negotiator
- Conflict resolution
- Extremely organized
- Client assessment and analysis
- Staff development
- Risk management processes and analysis
- Expertise in On-line Training and CBT development
- Design CBT and User Interface web-based programs
- Working knowledge of Service Documentation development to include parts lists, repairs and adjustment procedures, installations, general procedures and troubleshooting
- Ability to produce videos and flash animations in support of customer and service training
- Expert in Photography and Adobe Photoshop enhancements
- Graphics and Technical Illustration support for Customer and Service Collaterals
- Manage multiple projects while maintaining branding standards
- Exceed customer expectations

Work History

Documentation Analyst / Graphic Designer, 01/2016 to Present

Forrester Research, Inc. – Norwalk, CT

- Officially hired back to my department in Xerox with the same responsibilities I had when I left Xerox in 2013.
- Currently supporting Technician Training Development on new products and writing repair and replacement procedures for the service manual.
- Also organizing the development of the service technicians main documentation interface.

Documentation Analyst / Graphic Designer, 02/2012 to 12/2015

Forrester Research, Inc. – San Francisco, CA

- Returned to my department in Xerox with the same responsibilities I had when I left Xerox in 2013 with a higher concentration on video production and remote training initiatives.

Instructional Designer, 08/2012 to 02/2013

Crain Communications – Chicago, IL

- Responsibilities included updating FedEx Training Manuals for airport security and to develop a training program for the Dubai Border Security.

Instructional Designer, 04/2012 to 05/2012

Raland Technologies – City, STATE

- Responsible for updating Sales and Analyst Training programs for The Xerox Corporation being.
- delivered at The National Training Center in Leesburg, Virginia.

Technical Writer/Graphic Designer/Training Specialist, 06/1997 to 02/2012

Xerox Corporation – City, STATE

- I was responsible for supporting the development of customer and service documentation, creating on-line service training, create service support CDs as training aides, and develop and deliver customer self-help programs.
- My main areas of expertise were to produce web-based training, with animations, videos and photographic support.
- I have worked most recently with the following software's: Adobe Acrobat, Adobe Photoshop, Adobe Illustrator, Adode FrameMaker plus-SGML, Macromedia Dreamweaver, Macromedia Flash MX, and Macromedia Captivate.
- Achievements Tailored and delivered educational curriculum to Technical Key Operators for Customer Self-helpp Program Initiatives.
- Developed a series of Service Support CDs for our company products that helped service technicians save valuable service call time.
- Four of those CDs received Society of Technical Communication (STC) Awards Developed a plug and play 360 degree video program to support on-line training Developed the Service Interface for the Xerox Electronic Documentation CD/DVD that is now considered the standard for use with all Xerox Copier Printers.

Technical Illustrator / Photographer, 05/1985 to 06/1997

CDI Corporation – City, STATE

- I contracted at the Xerox Corporation for the entire 12 years.
- My responsibilities included running the.
- organization's darkroom, and providing photographic and technical illustration support to writers that were.
- developing service manuals for mid to high volume copier / printers.

Technical Illustrator / Graphic Designer, 05/1983 to 06/1985

CDI Corporation – City, STATE

- I contracted at the Xerox Corporation for this 2 year period.
- My responsibilities included support for the.
- research group with illustrations and graphics for all their in-house publications.

Art Director, 05/1981 to 06/1984

Center For Missing Children – City, STATE

- To produce all marketing collaterals, that included the creation and production of a children's book, entitled "Where's my Brother".

Interests

Participated in Career Days at Spry Middle School for Photography and what you can do with Adobe Photoshop to enhance imagery. * Volunteered to photograph, produce and deliver the Seneca Park Zoo Calendars from 2006 to 2009

Education

Bachelor of Science Degree: Studio Art Photography

St. John Fisher College - Rochester, NY

Studio Art Photography

Skills

Adobe Acrobat, Adobe Illustrator, Adobe Photoshop, Analyst, book, CD, Documentation, Macromedia Dreamweaver, DVD, Macromedia Flash, FrameMaker, graphics, Macromedia, marketing, organizing, copier, Printers, publications, research, Sales, SGML, technical illustration, Technician, Training Development, Training Manuals, Training programs, video, video production, Xerox Copier

Additional Information

- Community Involvement * Participated in Career Days at Spry Middle School for Photography and what you can do with Adobe Photoshop to enhance imagery. * Volunteered to photograph, produce and deliver the Seneca Park Zoo Calendars from 2006 to 2009