



Kip Cordero

Work Experience:

Northrop Grumman Corporation

December 2009 – Present

Key Work Experience:

- Provide planning and development for support for U. S. Army web-based application.
- Guide implementation through training and support to all U. S. DoD Departments, U. S. Department of State and USAID and U.K. Minsterie of Defense.
- Create products to support Customer Help Desk, developers and trainers.
- Current: Secret Clearance.

SRA

June 2008 – December 2009

Key Work Experience:

- Implemented strategy at U.S. Department of State (HR/EX Bureau) to deliver global support and training on PeopleSoft HRMS and performance appraisal system.
- Managed Oracle User Productivity Kit (UPK) authoring for development of blended training solution. Designed and deployed CBT/WBT interactive training modules based on client needs with associated documentation.
- Created and delivered distance training programs. Delivered Management Officer technology briefings in Beijing, Manila, Pretoria, and Windhoek.

Vector

May 2008 – June 2008

Key Work Experience:

- Developed change management strategy and coordinated creation of training simulations and documentation to support implementation of Oracle 11i OPM Financials, Manufacturing, Inventory and Procurement at Lance Incorporated. Supported stakeholders and functional leads.
- Coordinated team production of over 160 User Productivity Kit (UPK) topics for training by user role to support train the trainer for plant and professional personnel.

Quadrant

May 2007 – May 2008

Key Work Experience:

- Created strategy and instructional design using ADDIE module with particular focus on developing instructor guides for existing financial software applications. For project Phase 2 internal and external “customer” support, implemented customer facing and internal natural language knowledgebase.

Sarcom

October 2006 – March 2007

Key Work Experience:

- Provided Instructional design (ISD) for Oracle 11i implementation with focus on CRM-Order Management modules for law enforcement supplies catalogue distribution center.
- Project required needs analysis, work with Subject Matter Experts to create process documentation and training development following approval of Plan of Instruction and Lesson Plans using including Oracle User Productivity Kit (UPK) to author interactive simulations and all documentation.

**Hughes Network Systems****January 2006 – August 2006****Key Work Experience:**

- Provided training management for team of 4. Group developed training on Peoplesoft CRM8 and network/internet technology for Tier 1, 2 and 3 help desks both continental US and in India.
- Primary tool was Captivate combined with Microsoft Office and Centra (now SABA) distance learning and LMS.

National Science Foundation**September 2005 – December 2005****Key Work Experience:**

- Provided ISD (ADDIE module) for user guides and job aids on new interfaces for legacy meeting/collaboration systems.

AboutWeb**May 2005 – September 2005****Key Work Experience:**

- Provided courseware development for instructor-led programs on deployment readiness meeting U.S. Army template standards (following SAT instructional design model) to support Personnel Management, Logistics and Inventory databases.

United States Department of Justice Immigration Review Board**January 2005 – May 2005****Key Work Experience:**

- Supported legacy system replacement with needs analysis for change management.

United States Air Force**July 2004 – January 2005****Key Work Experience:**

- Provided instructional design (SAT model) meeting Air Force Keesler School House template standards, creation of formal instruction plans, storyboards and CBT development using Captivate.
- Deployment of NetIQ network security reporting tools for EDS

XM Radio**July 2004****Key Work Experience:**

- Planned and developed instructor-led training for Seibel system CRM for customer support teams following needs analysis using ADDIE model.

Department of Homeland Security - Centech Group**August 2003– July 2004****Key Work Experience:**

- Managed Instructional System Design (ADDIE model) for train-the-trainer programs about law enforcement databases related to airline industry.
- Worked with SME's, senior agency personnel and agency trainers to produce programs meeting the needs analysis and process documentation.
- Full Field Background Investigation for Public Trust - Clearance received 11/03/03.

Nextel**April 2003 – August 2003****Key Work Experience:**



- Created PeopleSoft 8 HRES modules with input from Subject Matter Experts (SME).for delivery using “On-Demand” (now Oracle UPK) development tool for simulations and Interwise for e-learning for internal “customer” support team.

B2eMarkets

March 2002 – March 2003

Key Work Experience:

- Provided instructional design and instructor-led classes for Global 1000 client base worldwide on Oracle 8i web-based Supply Chain Management (eSourcing).
- Developed and presented distance learning classes using WebEx to trainees from Taiwan to South America. Also provided classroom training in Britain and France.

United States Department of Agriculture Forest Service

May 2001 – March 2003

Key Work Experience:

- Oracle Inventory Tracking database (with Global Positioning Satellite data integration). To increase user productivity support new enhancements, developed web-based product release notices, user guides and animated tutorials for this Oracle database.
- Provided ISD, material development and train-the-trainer sessions nationwide.

United States Army – Oracle Personnel Tracking System

September 2002 – December 2002

Key Work Experience:

- As part of a rapidly deployed team of trainers, conducted briefings to groups ranging in size from 12 to 60 on CONUS installations on an Oracle web-based database (PERSTEMPO) customized for U. S. Army personnel and operations management.

Education:

B. A. from Wake Forest University, Winston-Salem, N.C.

Skills:

Oracle 11i/12: User Productivity Kit (UPK) development

Customer Relationship Management (CRM), and Supply Chain Management (SCM).

Peoplesoft 8.x/9: CRM and HR, HRES modules. OnDemand (now UPK)

Desktop Software: Microsoft Office expert and trainer; Captivate, Camtasia, SnagIT

Distance (web-based) training:Adobe Connect (DCO),Centra (now SABA), MS Communicator, WebEx,Interwise

Softskills: Training skills for Train-the-Trainer programs; sales skills and teleservice-customer service/supervisory skills