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SUMMARY

Goal Driven, PMP certified project manager, eLearning strategist, Instructional designer with 12 years of IT experience with managing the projects in **e-learning, Instructional designing and Technical writing** in the **Aerospace, transportation, Entertainment and Technical Publications** group.

KEY SKILLS

- **Currently lead eLearning team by managing projects, designing and developing CBTs, WBTs, choosing team's development tools, and setting standards.**
- Expertise in team leading, **Project Management**, Requirement gathering, analysis, client communications, Testing/Quality check, **onsite co-ordination**.
- Expertise in **client presentation and demo with very strong communication skills**.
- Experience in working directly with client in **requirement gathering, undergone product training, CBT/WBT development for the Aerospace and transportation, Entertainment domain**.
- **Domain expertise** in the entire train/bogie system, content writing work for developing product maintenance manual. Also includes expertise in **aviation** (Landing/Takeoff, Meteorology, Powerplant), and **Transportation**.
- Technical Expertise in **Instructional designing / Technical writing/ storyboard writing for E-learning courseware and webpage development using Captivate, Flash, Authorware & dreamweaver**.
- Major skill areas that I have worked with are **Adobe products (CAPTIVATE, Flash, Photoshop, Authorware, FrameMaker), Visual studio 2005 (ASP.NET), Ms-office (word,excel,PPT,Ms-project), Web development tools (DreamWeaver, RoboHelp), XML, Project management tools (MS-VSS, MS-Project)**.
- Expertise in the field of Technical publications. It includes the responsibilities of **Project Manager** for various Technical Publications services such as: **Technical writing, Maintenance manuals, Illustrated and electronic parts catalogue, Developing CBTs/WBTs, etc.**
- **Contribution to major Technical Publications projects of Bombardier Transportation and scored highest CFB (Customer feedback).**
- **Worked with different customers like Bombardier Transportation (UK, Germany, Australia, Crespin, Pittsburgh, Montreal), Snecma Moteurs (Toulouse, France), Airbus Industries,**
- **Leading a team of 18 members, effectively.**
- Exposure to various international standards AICC, SCORM, AECMA.
- Expertise in developing technical (**desktop / web based applications**) as well as non technical coursewares (**Organizational Business process, HR , Finance, Knowledge sharing etc**)
- Hands on knowledge in all the aspects of **e-learning – Instructional design, Storyboards, content development and Technical writing**.
- Have been awarded with **best associate of the year**.

- 3 years of experience in providing **Technical / non-technical training** to the team.
- 8 years of expertise in the **SDLC** process starting from requirement gathering to the final delivery of the project..
- Excellent Verbal/Written Communication
- Soft skills

Project management Skills

- Strong experience in **SDLC** processes, ISO 9001-2000 & CMMi-level 5 processes.
- Project budgeting, work break down structures, scope, budgeting, objectives,
- Analyzing project data and risk management.
- Experience managing client expectations.
- Experience in Microsoft Project, scheduling..
- and the Water fall and CMMI level approach to software development.
- Able to facilitate project meetings and move projects forward in a timely manner.
- Involved in business strategy preparation, people management.

Graphics

Adobe Photoshop, Illustrator, ImageReady, **Adobe Flash**, Fireworks, CorelDraw, Sonic Sound forge, Paintshop Pro

Integration

Flash MX Professional, Authorware, Director, **Adobe Dreamweaver**, ATLAS, Allaire Home site, **RoboHelp**, MS-FrontPage

Coding

Articulate, HTML, XML, **Flash** action Scripting, CSS, Adobe Authorware

Online Collaboration

Microsoft SharePoint 2007, Live Meeting, NetMeeting, Communicator; Google Docs, Picasa; Wiki; Virtual Rooms; wordPress

Tools

BDAS, PDM database, Adobe FrameMaker, Adobe CAPTIVATE

Others

Microsoft Office Visio, ASP.NET, Ms-access, BDAS, MS Office applications, Citrix, Content / Technical writing, High level & detailed designs, **Domain knowledge in Aerospace and Transportation (Railway).**

Instructional Designing Processes followed:

Use knowledge of ADDIE model, learning theories, learning principals and current research on learning, teaching, instructional design and web design to design and develop eLearning content,

EMPLOYMENT HISTORY:

- **E-learning application in Flash , CAI, California (October 2012 - current)**
 - **Responsibility-** Worked as a **Project manager** to Develop budget estimates for pre-sales, manage all project phases of eLearning / Instructor led training, assessments, certifications, reviews, and more. Create multi-phase work breakdown structure. Worked collaboratively with subject matter experts, including instructors, sales staff, and software developers to determine audience profile and course content, learn software, develop examples and exercises, and write courseware. Managed course development projects. Initiated projects, developed and maintained project schedules, communicated project information, coordinated project development tasks, and ensured quality of deliverables. Streamlined and standardized project management practices by developing and documenting processes for initiating and

managing course development projects.

- **Centralized SQL server Database application, Penn State, California (Apr 2011 – October 2012)**
 - **Responsibility-** Worked as a **Project manager**. Was a quite challenging role as a project manager for this project. Managed a 25 member team located different parts of the globe. **Prepare delivery plan, create WBS**, Track costs, budgets, and schedules, **quality control, Verification of the delivery**, Project Plan, Estimation, Task Analysis, Risk & causal analysis, Allocated work to the team, verified the Quality of the deliverables as per the checklist, check of the developed products, Status update on daily basis to the client, tele conference with the team and client on project status, Delivery, Acceptance from the customer.
- **E-learning package (CBT/WBT) for wind energy modules, Airstreams, Tehachapi, California (October 2008 – December 2010)**
 - **Responsibility-** Worked as a **Project manager / instructional designer to prepare strategies**, layout development, target audience study, storyboard development, Provided training to the team on graphic development and navigation, Graphic designing standards creation, test module development, **quality control**, Courseware deployment, Project Plan, Estimation, Task Analysis, Risk & causal analysis, Design document preparation, project plan, prototype development, Quality check of the developed products, Time management, team management, resource optimization, Client communications, Review, Delivery, Acceptance from the customer.
- **Bombardier Transportation, Pittsburgh, PA (Aug 2007- Apr 2008)**
 - **Responsibility-** Worked remotely as a **Team leader/instructional designer to prepare strategies**, Instructional layout preparation, preparing template for technical writing content; Storyboards, Graphic designing standards creation, Analysis of user's learning progress through various type of interactions, **quality control**, Courseware deployment, project management, analysis, customer communication, estimation, team management, Graphic/animation development, Design document preparation, project plan, prototype development, Quality check of the developed products, Final delivery to the customer.
- **Infotech Enterprises Ltd (CMM Level 5), Hyderabad, India**
 - **Designation - Team Leader – Technical Publications** (Oct 2005 to Jun 2007)
 - **Clients: Bombardier Transportation (US, UK, Germany, Australia, Crispin, Pittsburgh, Montreal)**
 - **Responsibility-** **Instructional strategies, storyboard preparation, quality control**, preparing questionnaire as per learning levels, FAQs, troubleshooting, project management, analysis, customer communication, estimation, team management, mentoring, Design document preparation, project plan, prototype development, Graphic/animation development, Quality check of the developed products, Final delivery to the customer, provided technical training to the team
- **Sankhya InfoTech Ltd. Secunderabad, India**
 - **Designation - Module Leader – Content Development Group** (Jan 2001 to Sep 2005)
 - **Clients: Emirates airlines, Airbus industries, Snecma Moteurs, Boeing, Saudi Arabian airlines.**
 - **Responsibility:** Team management, Quality controls, tracking, content / technical writing, **Instructional designing**, detailed / high level design, storyboard development, testing, developing simulations, analysis of user learning, Project Plan, Estimation, Graphic/animation development Task Analysis, Risk & causal analysis, Time management, Recovery plan, Resource optimization

POSITION/PROJECT DETAILS:

E-learning application in Flash , CAI, California (October 2012 - current)

Over the course of several contracts, currently managing the e-learning team (offshore at India) for the e-learning application development. Managed web based projects and instructional development projects, as Project Lead and Senior Instructional Designer/Developer.

Scope of Work: Delivered a Web based training developed in flash to develop a training module for the client CAI.

Responsibilities

- **Currently lead eLearning team by managing projects, designing and developing web based training, choosing our team's development tools, and setting our standards.**
- Liaise with sponsors, managers, subject matter experts, and other stakeholders to conduct needs assessment, gather requirements, and determine project objectives and scope.
- Instructional strategy making, Target-audience study;
- Identification of deliverable platforms;
- Instructional Framework / Visual Layout development;
- Introducing Navigational / Visual concepts;
- Defining Objectives, Sub-objectives and the Teaching Points of the courseware / training;
- establishing Table of Content; Defining Style guides, Rules of compliances (AICC / SCORM or organization specific);
- Identification of Media Elements / tools,
- Preparing template for technical writing content; Storyboards, Graphic designing standards creation,
- Write and narrate scripts, storyboard courses, create custom graphics and templates, build sophisticated interactions and animations, and develop course content and assessments
- Resource optimization – Reusable component identification; Volume optimization; Content (Textual / Visual / Audio) creation, Integration of Textual – Visual – Audio content in sync with the Instructional flow;
- Sequence Mapping of the content according to the Learning strategies,
- Developing Simulations, Analysis of user's learning progress through various type of interactions, Feedback;
- Preparing Questionnaires as per learning levels, Trouble shooting, FAQs;
- Courseware deployment, Quality controls;
- Provide urgently needed training by, web-based demonstrations, and manuals, workshops, phone, email, IM (chat), web conferences.
- Designed and documented comprehensive set of templates and design, development, and quality-assurance standards for team of graphic designer, instructional designers, and course developers.

Tools Used: Develop courses and training content using AdobeFlash, Photoshop, Illustrator, Ms-office, Sound Forge, Ms-Vss and XML.

Centralized SQL server Database application, Penn State, California (Apr 2011 – October 2012)

Scope of work: Designed Centralized database server application for the client **Penn state, LV, USA**. Managed a 30 member team from different part of the globe.

Responsibility: Project Manager

- Managed a team of 25+ consisting of: Module leaders, Developers,, QA's.
- Overseeing project & resource panning and the implementation of Agile based execution
- Managing multiple development teams simultaneously
- Project management, design, requirements definition and specification, budgeting and project control with ability to support multiple simultaneous projects
- Principal point of contact for the executive steering committee, project managers / team leads & project sponsors
- Follow up with the team on the quality standards, on-time delivery, status update to the client on daily basis.
- Arrange daily status meeting with team and client and follow up with minutes of meetings.
- Review on deployment with client and team.

- Provided program reporting and Co-ordination for the project at 4 locations in India and USA Stakeholders
- Successfully delivered on time, within budget and client was satisfied with the quality of the product.

Tools Used: Sql server database , Visual studio 2012, MS-office, Ms-project

E-learning package (CBT/WBT) for wind energy modules, Airstreams, Tehachapi, California (Oct 2008 – Dec 2010)

Scope of work: Designed and developed online tutorials for **Wind Energy modules, wind turbines** assembling and dis-assembling procedures, functionality. This project was done for the client **Airstreams**.

Responsibility: **Project Manager**

- Storyboard development after gathering required information from the wind turbine engineer on the assembling and disassembling of the different parts of the turbine with page by page information.
- This storyboard contains the sequential instruction of the entire process, graphic/animation instruction with the navigation instruction.
- Preparing a test (set of questionnaire) as per the learning level with the test development sequence of instructions.
- prototype and instructional frame work / template development in Captivate
- **User manual development.**
- Graphic, 2D animation development, integration & navigation using Flash and Captivate.
- Testing/review of the modules, testing debug form and checklist preparation, standards & guideline development for content development, Project management, client communication, reviews, quality check and final delivery.
- Adobe CAPTIVATE is used for the authoring, navigation and integration of different contents.

Tools Used: Adobe **CAPTIVATE**, Flash-Mx professional, Adobe Photoshop, Adobe Illustrator , MS-office

M7 Truck CBT, Bombardier Transportation, Pittsburgh (Jan 2008 – Apr 2008)

Scope of work: To develop a Computer Based Training (CBT) & Web based Training (WBT) (**online tutorial**) for the Truck System of the LIRR EMU (Electrical Multiple Unit), training department.

Scope: This CBT developed for the learning of different parts of bogies, assembling & disassembly procedures, current collector for training department.

Responsibility: **Project lead / Instructional Designer**

- Storyboard development, prototype and template development. (for the storyboard development and the presentation for the truck assembling processes CAPTIVATE has been used)
- **For the development of storyboard instruction sequences I have traveled to the manufacturing division at client site.**
- Taken the required information, pictures from the engineers for the storyboard development.
- After storyboard development verified with the M7 Truck chief maintenance engineer for the technical sequences.
- User manual development.
- Provided training to the team on graphic, 2D animation development development, integration & navigation,
- Testing of different modules of the truck system, verified with the BT expertise for the technical part.
- Testing of the navigation, code and debugging.
- Project management, client communication, reviews, quality check and final delivery.
- In this project the challenge was to convert the input files from the client from AutoCAD to 3D and 2D images.

Tools Used: Adobe **CAPTIVATE**, Flash, Adobe Photoshop, AutoCAD 2005.

Couplers WBT (Bombardier Transportation, Pittsburgh) (Oct 2007 – Dec 2007)

Scope of work: To develop a **WBT (online tutorial)** for the Neihu Dellner couplers, BT-TTS (Bombardier Transportation, TTS) customer.

Responsibility: Instructional Designer/ Team lead

- Storyboard development with the help of the engineer through chat from TTS division on couplers.
- Understand the function of couplers, creating the instructions for the technical aspects of couplers as well as the screen by screen sequence.
- **User manual development.**
- Prototype and template development using **Captivate & flash**,
- Provided training to the team on graphic development, integration & navigation and the development standards.
- Testing of the module, testing debug form and checklist preparation, standards & guideline development for content development, Project management, client communication, reviews, quality check and final delivery.
- Challenge in this project was to prepare the storyboard without any domain knowledge and zero support from the client. The other challenge was to trace the couplers image using FLASH by referring the hard copy.
- The Client finally approved the CBT in terms of the technical sequences as well as appreciated the creative ideas used in the storyboard.

Tools Used: Adobe **CAPTIVATE**, Adobe Flash, Adobe Photoshop, Sound forge.

TTS SAP CBT (Bombardier Transportation, Pittsburgh) (Aug 2007 – Oct 2007)

Scope of work: To develop a Computer Based Training (CBT) for the T&C site rule book, awareness of Neihu site process, rules & regulations involved in this for BT-TTS division, Pittsburgh and their customers.

Responsibility: Instructional Designer/ Team lead

- Storyboard development by taking the information from the T&C site rule book and verified with the SME.
- Prototype and template development in Authorware & flash,
- Content development, integration & navigation, testing of the module, Project management, client communication, reviews, quality check and final delivery.
- Challenge in this project is to convert a rule book into a CBT. While preparing the storyboard it was hard to prepare the instruction sequences of the animations and images to be used in the CBT as client didn't provide any input except the hard copy of the rulebook.

Tools Used: Adobe Authorware 7.0 and Macromedia's **Flash-Mx professional**, Adobe **Photoshop**, Sound forge.

VLU bogies maintenance manual (Bombardier Transportation, UK) (Nov 2006 - Jun 2007)

Scope of work: To develop the maintenance manuals for VLU bogie train of Bombardier Transportation so that they can supply the manuals to their suppliers.

Responsibility: Team Lead / Technical Writer

- Worked onsite with the client for the maintenance manual development of bogie.
- Interaction with the maintenance engineer at the workshop to gather information regarding maintenance of various bogie components.
- Responsibilities also included preparing the part list and task list required for the maintenance manual, creating XML files, provide training on BDAS & FrameMaker to the offshore team, development of maintenance manual using FrameMaker.
- Quality checking, delivery of the work packages, client communication, project management.

Tools Used: MS-office, BDAS, XML, **Adobe FrameMaker**, PDM database, Photoshop & ISoDraw

Electronic Parts Catalogue (Infotech Enterprises Ltd, Hyderabad) (Aug 2006 - Oct 2006)

Scope of work: To develop the **web parts catalogue** required for the parts catalogue of VLU bogie train that would be used by their suppliers.

Responsibility: Project Leader

- Handled a 20 member strong team to develop the release 2.01 version of the product.
- Developed the prototype of the **webpage** to access various parts/part description of the train.
- Quality testing of the different component drawing and the final web page delivered to client.
- The responsibilities were project management, quality controls, requirement gathering, planning, risk-causal analysis, risk-mitigations, client communications, resource allocations, quality checking.

Tools Used: MS-office, **Illustrator-CS**, **Photoshop**, EDMS & PMS database.

Virgin Voyager Critical Component Tracking Infotech Enterprises Ltd, Hyderabad (May 2006 – Jul 2006)

Scope of work: To work on real time tracking of other critical components on the TACT MMS system for virgin train contract.

Responsibility: Team Lead

- As the project lead of the team, the responsibilities include Project management, client communication, reviews, quality check and final delivery.
- Creation of train components in TACT database.

Tools Used: TACT tool (supplied by client), PDM database

Technical Publication portal, Infotech Enterprises Ltd, Hyderabad (Oct 2005 – May 2006)

Scope of work: This **web portal** was developed for the easy access of TechPub work package information, input requirement (project specific), presentations, reports, issues and concerns entries, training record, document repository.

Responsibility: Project Lead

- GUI design plan, final template design plan, linking the content to the portal, testing & launching to the intranet.

Tools Used: Adobe DreamWeaver-Mx, Flash-Mx professional, Adobe Photoshop.

A320 Flight Dispatcher CBT, Saudi Arabian Airlines, Sankhya Infotech Ltd. (Jan 2004 - Sep 2005)

Scope of work: To provide the customer an **online training program** for their employees (Flight Dispatchers) to learn the process (Flight Dispatch) and keep himself or herself updated on the Aviation rules & regulations. This is Computer Based Training / Web Based Training software for the Flight Dispatchers, Saudi Arabian Airlines. A320 flight dispatcher had total 200 modules).

Work process: The development consists of mainly 3 phases: Content Development, Graphics Development and Integration.

- Preparation of the Content in the form of **storyboards**, which is considered to be the basic layout of the Training, does finalize the text content along with rough and indicative graphics. Visualization is the Keyword in this phase.
- **In Graphics Development**, prepares the graphic content, which includes a huge figure of 15,000 odd illustration, animations, and 3D models. The challenge here is Enormous considering the optimization of Graphics, which will as well run on the web.
- **Navigation** of screens, user interactions, integration of sounds, videos, quiz sessions and CMI are done here as indicated in the storyboards. Integration is done in Adobe Authorware and Sound Forge for Audio editing.

Responsibility: Instructional Designer/ Module Leader

Handled a team of 10 members in the integration phase as module leader and was involved in the whole life-cycle of the project:

- Content writing (teaching points, storyboards)
- Content development (graphics, layout, flash animations)
- Integration (integrating graphics, animations with the teaching content using Authorware)
- Testing (factory testing of the integrated modules as per AICC & SCORM standards)

Tools used: Authorware, Flash, MS – office, Photoshop, VSS

CBT to WBT conversion, Airbus, Toulouse, France, Sankhya Infotech Ltd. (Apr 2003 – Dec 2004)

Scope of work: To help the customer updating their existing courseware (Total 120 modules) (stand alone) to a dynamic (to enable them quickly update and edit the content) version intended for **web-based delivery**. The courseware was earlier developed in PowerPoint, which we redeveloped with ATLAS, a 'Adobe – Director' based tool (provided by the client).

Responsibility: Instructional Designer/ Module Leader

The work involved

- Pixel based editing, illustrations to redevelop the existing images, videos and integrating the redeveloped graphics,
- audio & text-content keeping the existing pedagogy intact.
- The enormous challenge lay on the redevelopment of the existing graphics earlier used on the PPT courseware. We used flash to re-develop these images into SWF format. Realistic drawings of engines, aircraft were made to reduce the file-sizes drastically.
- The videos were de-composed into several key-frames and re-developed in flash to produce light-size animations to replace the existing AVI movies. Finally, the graphics were integrated in ATLAS to produce a DIR file, which would run through XML. The main focus of this project was to optimize the contents without losing any pedagogical details.
- Involved in Project management (estimation, Tracking, planning, team management, resource allocation, causal and risk analysis, client communications and quality controls), testing and detailed design (decomposition of client provided content & technical writing).

Tools Used: MS-office, Photoshop, Flash, Authorware, XML, VSS, and ATLAS

Boeing 737-conversion CBT, Boeing, France, Sankhya Infotech Ltd. (Dec 2002 – Mar 2003)

Scope of work: To help the customer converting their existing courseware (Dos based) to Windows version. (Total 65 modules)

Responsibility: Instructional Designer/ Content Developer

- This is a conversion project of an existing Dos based CBT into windows. 30000 screens were redeveloped using Photoshop (graphics) & Authorware (integration/navigation).
- The level of accuracy was indeed a key factor in this project, which has got over 100 modules. A notable part of it is that a major part of the animations like fuel animations etc were done in Authorware using scripting. Initially the existing screens from the dos based system were captured using a tool called Grabber. And all the behaviors of the pages were carefully noted. The main challenge here was that there was no guideline / technical document available for this existing courseware. Hence, the initial phase of accumulating the detailed information, like behaviors, properties along with the graphics was quite daunting. Later on, the captured screens were decomposed into images as required.
- Finally the integration / navigation were done in Authorware.

Tools Used: MS-office, Photoshop, Flash, Authorware, XML, VSS

Snecma Moteurs, France, Sankhya Infotech Ltd. (Jan 2001 – Nov 2002)

Scope of work: To provide the client (Snecma Moteurs) a dynamic **online learning package** to help them enhancing their employee skill-sets in handling engine parts.

Responsibility: Content Development, Testing of modules

- The work involved is analyzing the client supplied contents (storyboards/engine images) and decompose them into our own format in order to help the developers to correctly identify the client requirements and develop accordingly.
- Graphics development of various engine parts and Flash animations were done to show the functionality of these engines. These graphics are then synchronized with audio, integrated and finally navigated through HTML using Allaire Home site.

Tools Used: Flash (animations and scripting), HTML

CERTIFICATIONS

- PMP
- BDAS
- Microsoft Office Specialist (MOS): MS Word 2007, MS PowerPoint 2007
- Adobe Flash, Authorware

PROFESSIONAL MEMBERSHIPS

Project Management Institute (PMI)

EDUCATION:

Bachelors Engineering, Computer Science & Engg. from Utkal University, India

TRAININGS ATTENDED:

- Technical writing training
- Project management training
- Titanium Studio
- Adobe tools (Flash, Authorware, photoshop, illustrator)
- Quality ISO 9001-2000
- Cmmi-level 5