DYLAN HEDGES

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WORK EXPERIENCE

Price Waterhouse Coopers (PwC)   **Feb 2017 - Present**
Designer and Developer   **Oct 2014 - Sep 2016**

- Developing e-learning using authoring tools, Storyline, Captivate, Lectora
- Creating engaging training material for PwC's global workforce of over 100,000 people
- Providing design consultation on projects around screen layout, functionality and limitations
- Collaborating with SMEs across PwC's global territories to design and develop digital training
- Managing the eLearning development process from scripting through to deployment
- Using scripts, storyboards and mockups to create digital training & assessments
- Recording, editing and integrating audio and video into e-learns (Audacity, Premiere)
- Creating and manipulating images to be used in digital training (SnagIT)
- Super user and first point of contract for the team's main development tool
- First point of contact for LMS (CSOD) queries, facilitating meetings with the LMS admin team
- Managing the data collection platform, including creating templates and administering access
- Performing quality assurance testing and updating digital training as required
- Pulling and analysing learner data as part of PwC's evaluations & assessments strategy
- Keeping up to date with learning trends and models ADDIE, 70:20:10, Responsive Learning

Intel Corporation   **July 2012 - Aug 2013**
Technical Intern (Networking)

- Worked as part of a team to maintain and improve Intel's global enterprise network
- Collaborated with team members to problem solve complex network and telecom issues
- Managed and carried out network infrastructure improvement projects at Intel HQ
- Presented technical network solutions to non-technical stakeholders and groups
- Provided technical support for end users, both in person and remotely

PC World, Toys R US, Hobbycraft   **Oct 2006 - March 2012**
Sales / Store Assistant

- Provided excellent customer service while working in several customer facing roles
- Identified customer needs and recommended products and services accordingly
- Met strict sales targets and worked on the customer service desk during peak periods

EDUCATION

BSc (Hons) Business IT   **First Class Honours**
Bournemouth University   **Sept 2010 - June 2014**

Modules: Networking and Security, Relational Databases, Web Development, Programming (Java) Ethical Hacking and Countermeasures, Business Processes and Requirements, System Design

Final Year Project: Research into the use of Desktop Virtualization at Siemens

Software/Languages: HTML/CSS, Java, MySQL, VMware Workstation, Back-Track (Linux)

SKILLS

- Storyline, Captivate, Lectora, CSOD (LMS), QMP, Metrics That Matter
- Audacity, Adobe Premiere, SnagIT (image editing), HTML/CSS
- Excel, Word, PowerPoint, Visio, MS Project, Lotus Notes, Outlook

CERTIFICATIONS

Amazon Web Services (AWS) - Solutions Architect Associate   **Passed - Jan 2017**
Amazon Web Services (AWS) - Developer Associate   **Passed - Feb 2017**

- EC2, VPC, S3, EBS, Auto Scaling, IAM, Route 53, RDS, DynamoDB, SQS, SNS, Designing highly available cost-efficient fault-tolerant systems, Security, Debugging, Troubleshooting

VOLUNTEERING

Swindon 105.5 Radio Station   **Oct 2012 - Jan 2013**
IT / Infrastructure Support Project

- Collaborated in a team to provide technical support for a local charity radio station
- Analysed and problem solved hardware issues preventing the station from broadcasting
- Developed plans and led the team to implement network infrastructure improvements

Age Concern UK   **July 2011 - Aug 2011**
IT Tutoring

- Facilitated group and one-to-one tutorials on computer concepts and functionality
- Created personalised lesson plans for learners based on their technical capabilities
- Provided technical support and assistance for learners as needed

INTERESTS

- Digital learning, web design and development, cloud computing
- Taking courses on Udemy to learn and develop new skills in design and development
- Developing websites for family and friends small businesses (HTML/CSS/Javascript)