

Kirk Denniston

## Portfolio

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972.824.1876



# What I can do for you:

- Curriculum Development
- Customer Care Support
- Classroom Exercises
- Instructional Design
- Knowledge / Skill Transfer
- LMS Administration
- Mobile Applications
- Onboarding Training
- Performance Assessments
- Reinforced Learning
- Software Simulations
- SCORM Compliance

### Objectives

- Explain the accreditation requirements for testing, transplant safety and tissue.
- Describe the process to meet the testing, and safety regulatory requirements.
- Identify waived testing, transplant safety and tissue non-compliance findings.




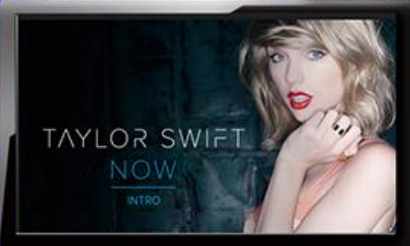
### Entertainment & Content Fundamentals

**Original Content**

Did you know, we also produce original Entertainment content?

From Taylor Swift Now, Scalebound, and Quantum Break to name a few as part of it's new television services, including FULLSCREEN as part of the package.

FULLSCREEN is an ad-free over the top video on demand service with exclusive made for digital original content, as well as hit shows and movies.



### Digital Transformation

#### About This Course

The goal of this course is to understand **how** and **why** AT&T is evolving to create an industry-leading, Omni-Channel customer experience that is digitally-enabled across all touch points.

This course should take approximately 30 minutes to complete.



Page 2 of 20

Select **Next** to continue

### NBA Tips & Tricks


Instructions: Click each tab below for more information.

- Offer Dispositioning Matters
- Issue Reason Matters
- Offer Names Matter
- Offer Details Matter**
- Treatment Range (Value) Matters

**Offer Details Matter:**

Agents must always "I" and read the treatment details for help positioning, provisioning, and other details (like stacking).

Save offer details change frequently, so must read details every time.




### Course Overview

This course provides a description of the groups of people PMs and MMs work with on a daily and regular basis. Your programs will reach milestones based on the relationship you have with these people.

Upon completion of this course, you will be able to:

- Recognize key project teams and players.
- Build strategic working relationships.
- Establish successful rapport with team members and colleagues.
- Understand your strengths and qualities for building your personal brand.

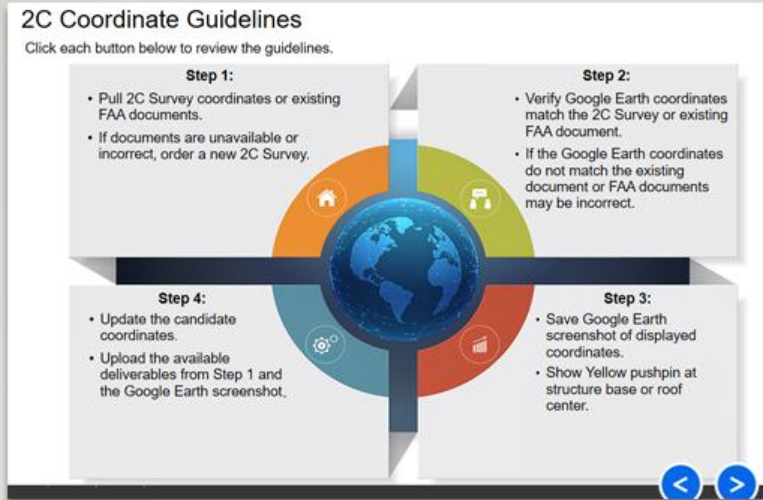
**Note:** This course contains video, and headsets or speakers will be needed.





# Learning Design Approaches:

- ADDIE Methodology
- Assessment Certifications
- Change Management
- Classroom Role Play
- Customer Scenarios
- eLearning
- Gamification
- Infographics
- Interactive Media
- Multi-Level Simulations
- Podcasts/Videocasts
- Professional Voice Over
- Storytelling
- Team Building Activities
- Video Tutorials
- Virtual learning



### What Will I Learn

What are ways to make a call a stellar experience?

- Appropriate treatment suggestions and saves offers for stated needs.
- Steps you can take to resolve unstated needs.

How do you  
Why do you  
What prevents you  
What are ways

### Clinical Laboratory Improvement Amendments (CLIA)

Congressional amendment to the Public Health Services Act revising the federal program for certification and oversight of clinical laboratory testing

CLIA establishes quality standards for laboratory services performed on human specimens used in assessments of health

- Applies to blood, body fluid and tissue specimens
- Applies to testing used for diagnosing, treating or assessing

### Interpretive Guidelines

Definitions:

**Imminent Situations**

- Approved by medical staff and governing body
- Strikes a balance between the OPO and the hospital staff until brain death is declared or the patient's family has decided to withdraw supportive measures

**Timely Notification**

The hospital must contact the OPO by telephone as soon as possible after a patient has died, including:

- A non-heart-beating donor
- On a ventilator due to severe brain injury; or
- Declared brain dead (ideally, within one hour)



Interface Design:



MY Learning Space  
2010



HLC CHAT

HLC JOB AIDS  
SALES | MARGIN | PROCESS

PRODUCT & PRICING  
DOCUMENTS

GOOD DAY, KIRK! HLC, CALIFORNIA

You are scheduled for the following training this month:

my courses



- Pay Option Arm Feature Debate

- Developing Real Estate Relationships

My Mentor



Associations

Info | Learning

MBA

NAHB

Communications

- Fraud Risk



Targeted Training

- Certifications

- Builder

- HLC II



Development Plans

Workflow Exercise

Coaching Sessions



CMD-TV - Now Playing!



My Home

My Courses

Webcasts

Countrywide TV

My Courses

Training

Events - Associations

Career Navigator

My Buddy

Chat

Certifications

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Dark Fiber Backhaul Overview

Begin Course

01 02 03 04

01

Property and Due Diligence: Regulatory

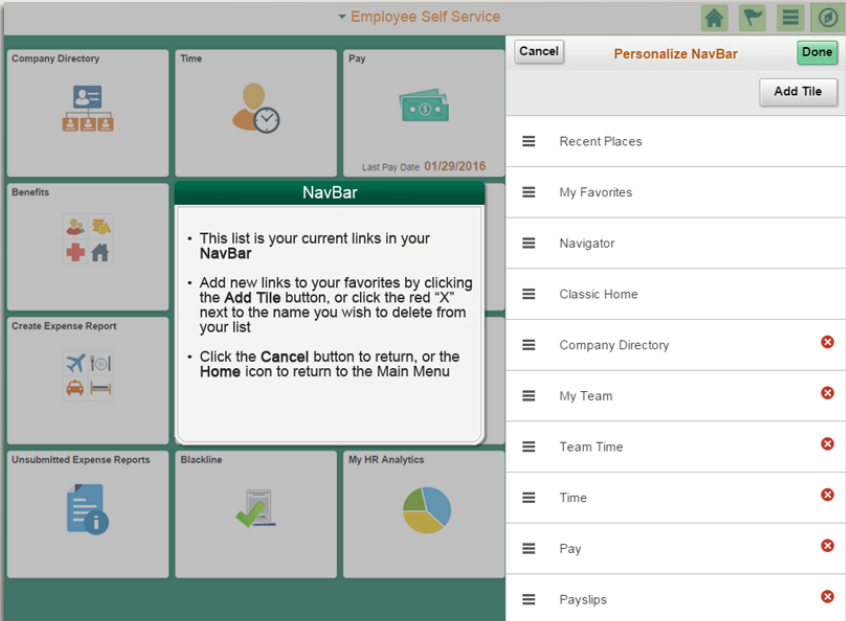
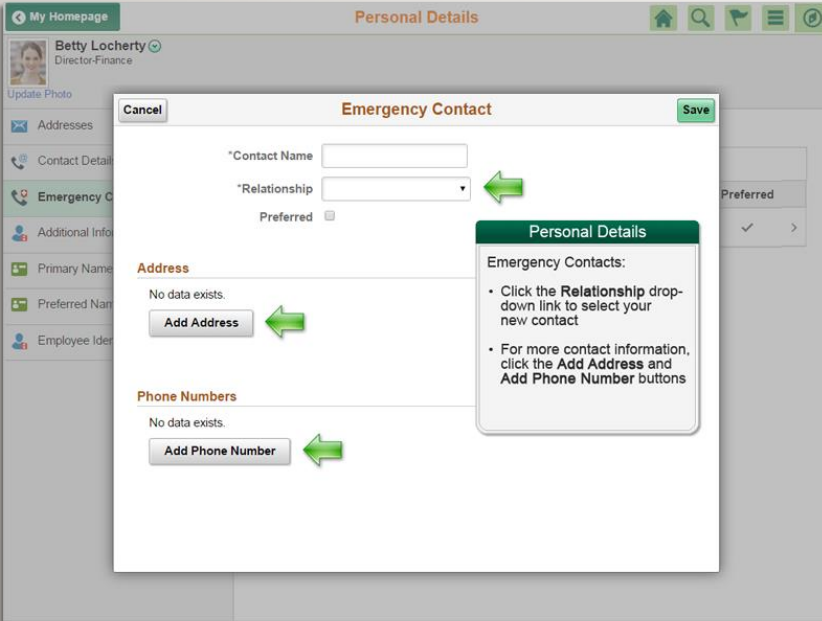
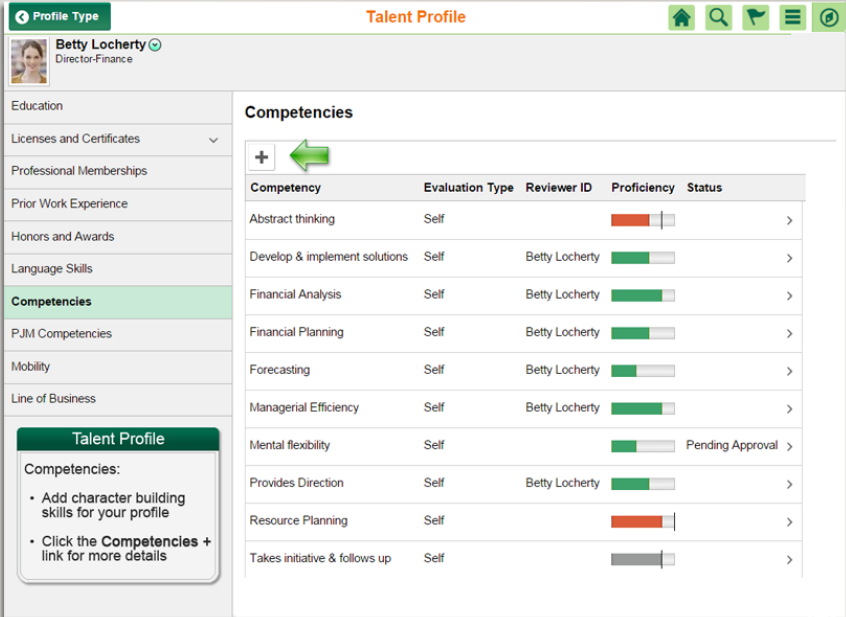
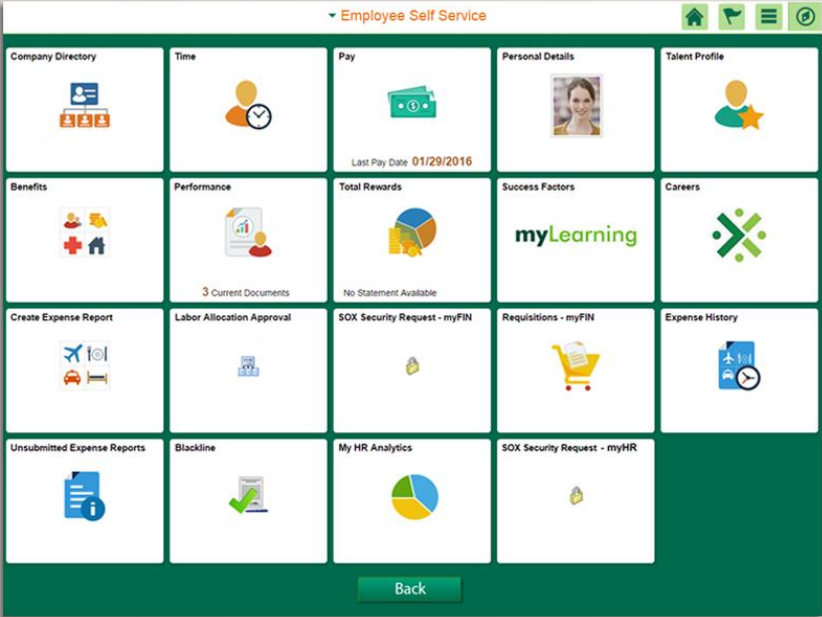






Begin Course

# Multi-Level Simulation Training:





# Course Interactivity:

### Questioning Activity

Probing questions encourage customers to respond with an answer, and often start with Who, What, When, Where, Why, and How.

Click the **Remote Control** buttons to review questions to help uncover customer's need.

How do you feel about your current plan?

This question encourages the customer to expand on their feelings about their current plan.

The customer's answer can help you uncover their actual needs.



2/19 Preventing Repeat Calls

### Post Construction Height Verification Task 4127

Click each image below for a closer look on post-construction height verification methods.

A PCHV should be conducted on all non-managing construction, and the overall tower height will increase by one foot or more.

These include transmission tower extensions, Fort Worth poles, and tower top extensions.




51/62 Property and Due Diligence

Post Construction Height Verif

### Practice Activity 1

Select the **three** correct statements on endeavor to evolve backhaul to prepare for network growth and 5G.

- ☒ Building a new backhaul network on the lowest possible cost structure.
- ☒ Testing an IP/MPLS (Multiprotocol Label Switching) end-to-end (Seamless MPLS) design.
- ☐ Increasing CSR unit costs as compared to current CSR vendors.
- ☒ Coupling IS-IS with LDP and MP-IBGP to provide end-to-end MPLS L3VPN services.



### Change Leaders

#### Change Wheel Summary

**Implement:**  
Provide Reinforcement

- Collaborate across business unit boundaries
- Keep dialogue going; communicate, communicate, communicate

**Investigate:**  
Provide Encouragement

- Reward risk taking
- Support those stuck between reacting and investigating

**Acknowledge:**  
Provide Information

- Provide clear, honest, and consistent information
- Explain risk of not changing and why we need to change now

**Reacting:**  
Provide Support


- Acknowledge their feelings with empathy but steady in setting expectations
- Identify parts of business and job that are not changing



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Select **Next** to continue.

# Video Broadcast Production:




### ESS 2015 Q1 Business Results

	Global Solutions: Energy & Sustainability Services			
1 in millions	EEP	EPC	YTD total	Q1 Target
<b>ORDERS</b>	14	39.3	53.3	47.6
Varto Target	-29%	41%	+11.9%	+11.9%
<b>OG SALES</b>	15.5	29.8	45.3	51.7
Varto Target	-12%	-12%	-12.4%	-12.4%
<b>GROSS MARGIN</b>	3.2	5.6	8.8	
<b>GM%</b>	20.3%	18.9%	19.4%	25.2%
Varto Target	-11.4pt	-2.8pt	-5.7pt	-5.7pt
<b>Business SFC</b>	-3.5	-3.9	-7.4	-8.0
<b>SFC %</b>	-22%	-13%	-16.4%	
Varto Target	-4%	-10%	-7.1%	-7.1%
<b>CCO CM</b>	-0.3	1.7	1.4	
<b>CM%</b>	-2.1%	5.7%	3.0%	9.7%
Varto Target	-13.3pt	-3.2pt	-6.7pt	-6.7pt



### What's In It For Us?





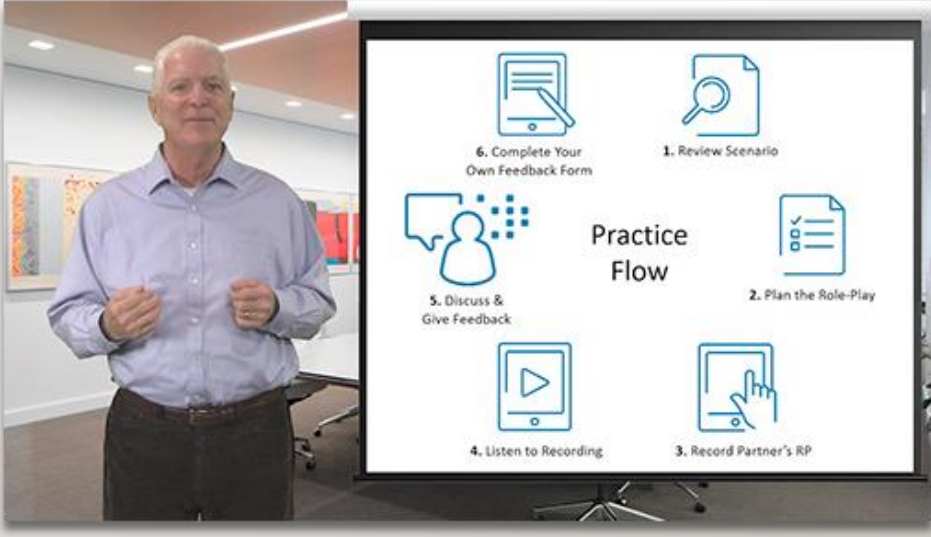
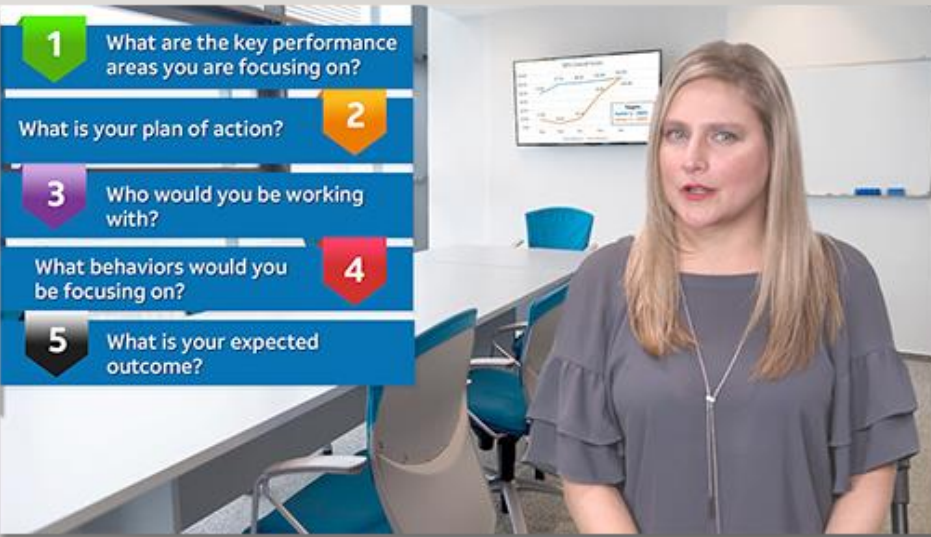
### How to change temperature set-points

On the bottom row:

- Select the Up & Down arrows to increase/decrease temperature
- Adjustments will change in half-degree increments
- Temperature can be changed in both Occupied/Unoccupied modes



# Instructional Productions:






Interactive Video:


▶

Peers




Collaborative strategies


⏮ 00:05 | 00:26 🔊 🔄




Director  
0:37




Analyst  
0:39




Project and Construction Managers  
0:47




Access Team  
0:30



RF Engineers  
0:29



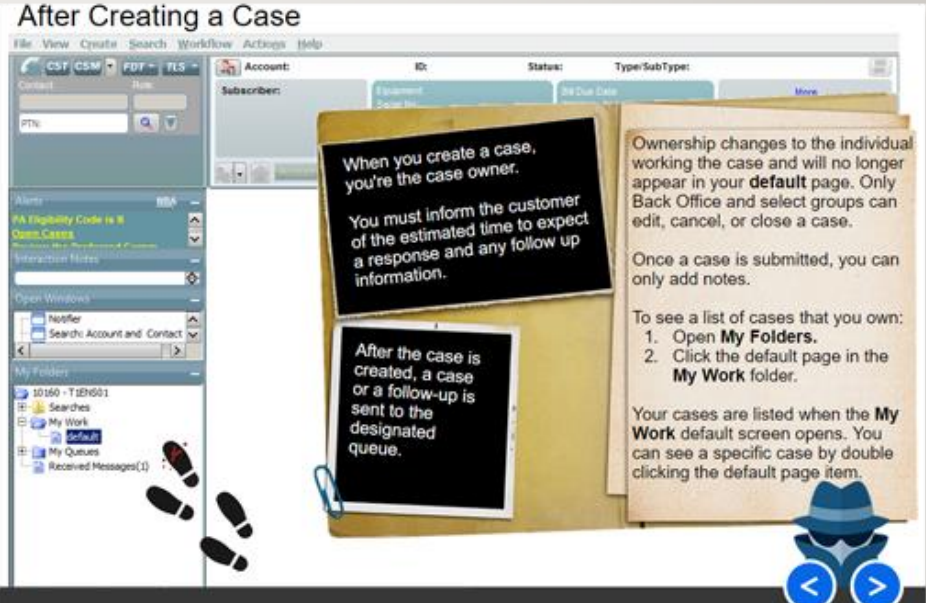
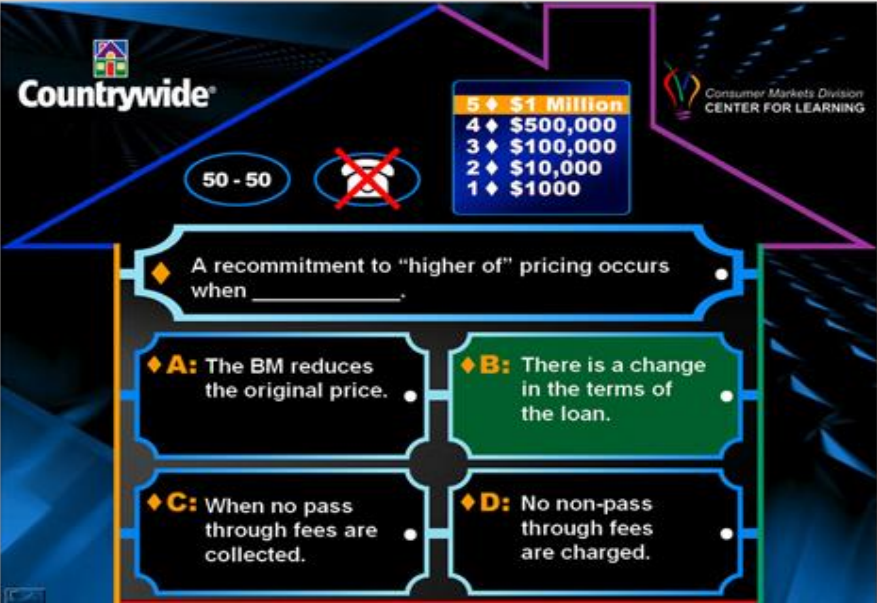
Vendors/Suppliers, & Tower Companies  
0:54



Peers  
0:26

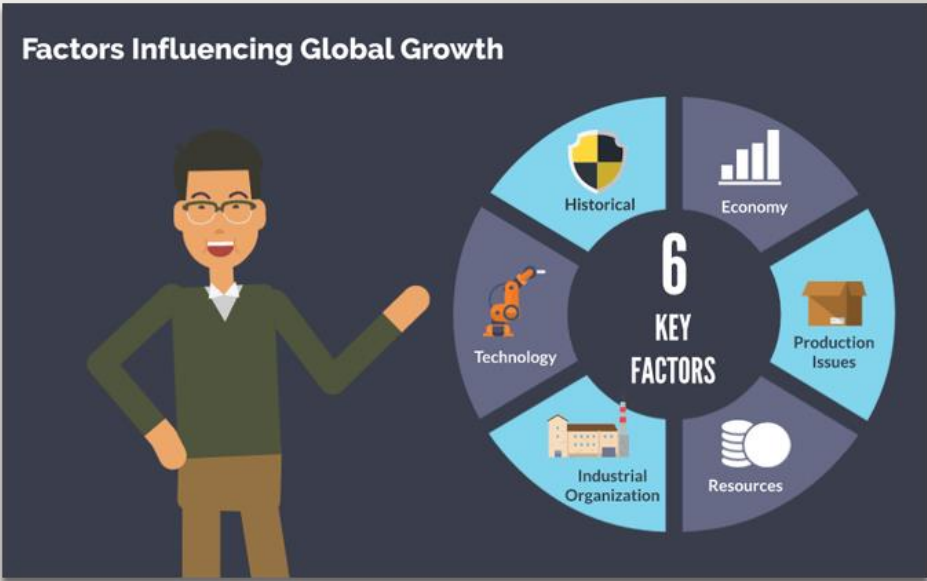


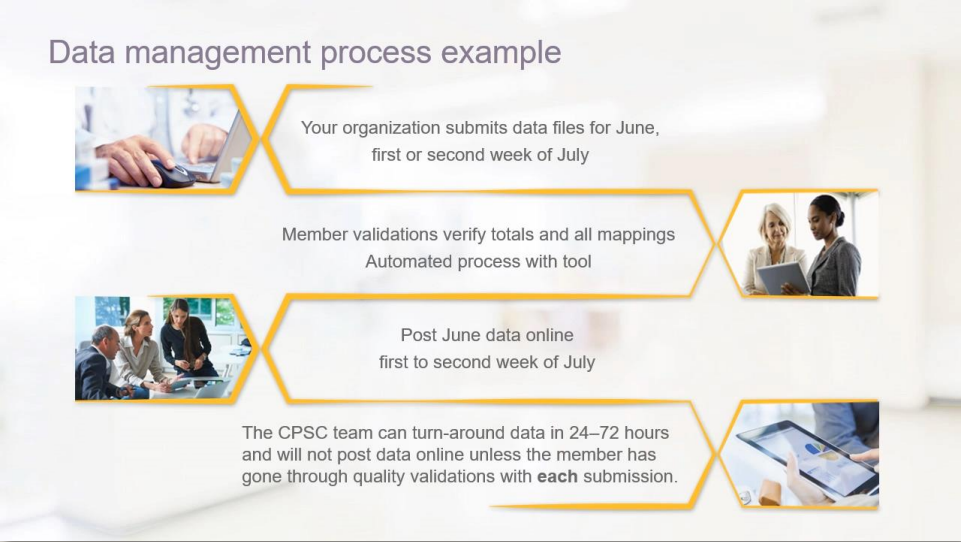
# Classroom Gamification:





Animated Instructional Video:





New Employee Orientation

Exit

Menu | Glossary | Resources

Human Resources

Course Help | Print Page

ExponentHR Time Entry, continued

Here is how to edit Time Worked for a Previous Entry:

Step	Action
1.	Click <b>Edit</b> next to the hours you wish to edit.
2.	In the Time Punch table, edit hours as necessary.
3.	If necessary, enter notes then click <b>Add Note</b> .
4.	To delete a punch, click <b>Delete</b> .
5.	Click <b>Save</b> when complete.

If you need further assistance with ExponentHR, refer to the Course Help link at the top of the page or contact the ExponentHR Customer Support desk at 866.612.3200.

Click **Next** to continue.

January - 2012

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February - 2012

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

March - 2012

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Hours Submitted for Selected Period

Day	IN	OUT	Type	Hours	Notes	Details	Status
Wednesday	2/1/2012 8:24 AM	2/1/2012 12:39 PM	Hours Worked	04:15		<a href="#">Edit</a>	Pending
Thursday	2/2/2012 8:51 AM	2/2/2012 12:33 PM	Hours Worked	03:42		<a href="#">Edit</a>	Pending
	2/2/2012 1:21 PM	2/2/2012 7:00 PM	Hours Worked	05:39	09:21	<a href="#">Edit</a>	Pending

Time Punch Edit

Selected Pay Period: 02/01/2012 thru 02/15/2012

Pay Date: 02/29/2012

Pay Period Status: Open

[Save](#) [Delete](#) [Cancel](#)

Time Punch

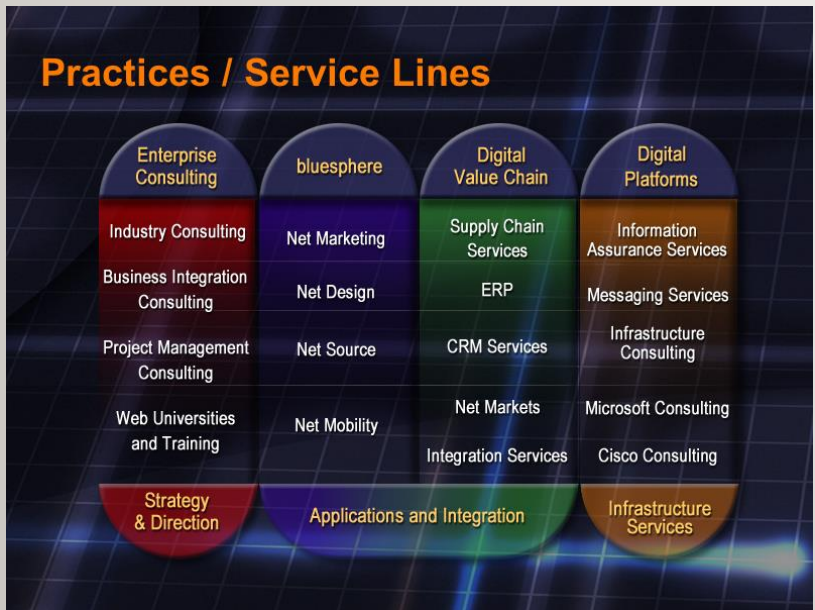
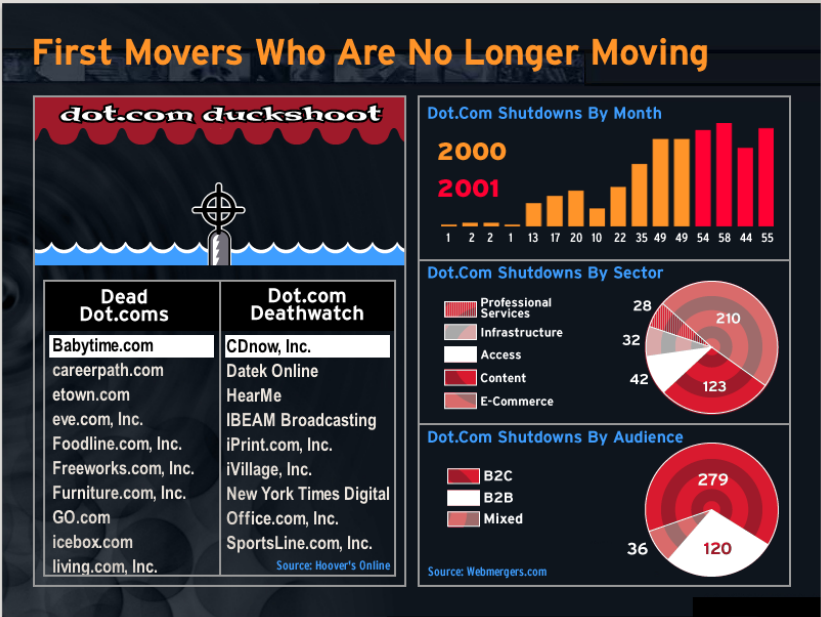
Type	Date	Punch Time	Source	Actual Time
Clock IN:	02/01/2012	8:24 AM	Employee	2/1/2012 8:24 AM (CST)
Clock OUT:	02/01/2012	12:39 PM	Employee	2/1/2012 12:38 PM (CST)
Payroll Export Status: Pending				Total Time: 04:15 (Value: 4.2500)
Notes:				<a href="#">Add Note</a>

Page

[Back](#) [Next](#)



# eCommerce Presentations / Infographics:



# Performance Assessments:

## Building Your Brand: Scenario 1

Listed below are behaviors for building your brand. Select the correct trait that matches the behaviors.

- Integrity
- Holding Others Accountable
- Transparency
- Communication

- Be honest, reliable, responsible, present, and available.
- Honor your commitments by doing what you say you are going to do.
- Always follow through, and admit to and own your errors.
- Do the right thing. Stay focused on the end goal while navigating the path to completion.



## Seasonal Standby

Knowledge Check 2 of 4:

Correct! Great work!

Ms. Lamar has several business lines not being used and is interested in the **Seasonal Standby** plan. She would also like to know what would happen to her service agreement expiration date.

Select the **three** best actions action.



CONTINUE

- ☒ Service may be suspended for a short amount of time at a low monthly cost while keeping their account.
- ☐ **Seasonal Standby** is eligible for autopay discounts
- ☒ Consumer / individual lines are good for only 6 months.
- ☒ Customers are responsible for billing payments if the device was purchased using monthly installments or lease payments.
- ☐ Customers do not have to pay taxes, surcharges, or fees when the account is in **Seasonal Standby**.



Staff and practitioners are competent to perform waived tests. When should competency be evaluated? Click the Submit button.

- ☐ Orientation
- ☐ Annually
- ☐ Orientation, prior to performing tests, annually
- ☐ Orientation and annually



### The Energy Management Lifecycle

What is my strategy — Test

Resources Course Help Site Map Print Page

## Congratulations!

You have passed with a score of:

# 83

If you would like to review any of the questions and answers again, click the **Back** button to select the materials you would like to review.

If you are finished, click the **Next** button to continue to the course conclusion.

- ☒ 1. True or False: Having an Energy Sourcing solution reduces unwanted exposure to price volatility.
- ☒ 2. With respect to Renewable Asset Management, Professional Services can benefit a customer from what three perspectives?
- ☒ 3. The correct words for the acronym SEP are:
- ☒ 4. When it comes to these types of assessments our focus is centered on recommending strategies to achieve certification.
- ☒ 5. The following components would not be part of a sustainability plan:
- ☒ 6. True or False: The Supply and Sustainability group can help our clients build future rate increases into their budget with our proprietary forecasting model.

IPS Academy © 2023

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Back Next



# LMS Administration:



Standard Login


SSO Login

Request Login

To enter site please click Login  
if this is your first time or you forgot your login please click  
Request Login.



Connecting and Developing Our People



Home

ESS Training

Library





Resources

Welcome: Kirk Denniston

Update Info | Log Out

### COURSE OFFERINGS

Click on course to see course description and price.



Line of Business:

Function:

Topic optional:

SEARCH

#### Classroom Courses

Advanced Electrical Safety - New Hire - (GSCSAF000201)	SCHEDULED DATES
Annual 8 Hr. Electrical and General Safety Training Refresher - (GSCSAF000203)	SCHEDULED DATES
First Aid/CPR - (CPW1A01)	SCHEDULED DATES
Heart of Field Services - (HOF5)	SCHEDULED DATES

#### On Demand Courses

SMSTrainer - (20131213)	SUBSCRIBE
Intro to EML - (201306201)	SUBSCRIBE
ESS Energy and MEP Engineer, CAD, and PDM Safety Training - (PC01120150033)	SUBSCRIBE
The Mark Kohler Customer Board Game - (PCSA11304300033)	SUBSCRIBE

Home

ESS Training

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Welcome: Kirk Denniston

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### MY TRANSCRIPTS

EXPORT TO EXCEL

Year:


Date Range Filter

#### PSA (ES) Course History For Denniston, Kirk

Training Session - Box/Spice 101 - 5 - Carrollton, TX - Completed 5/2/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
FACT: Test 11: Wiring Diagrams - 5 - Completed 9/22/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
FACT: Test 07: Fans and Air Distribution Systems - 5 - Completed 10/6/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
FACT: Test 11: Wiring Diagrams - 5 - Completed 10/6/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
FACT: Test 11: Wiring Diagrams - 5 - Completed 10/6/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
Introduction to Power Monitoring Expert v7.2 - 75 - Completed 2/26/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
Measurement and Verification Options - 5 - Completed 3/4/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
Smart Cities - 5 - Completed 6/11/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
FACT: Test 01: HVAC Basics - 5 - Completed 9/22/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
FACT: Test 01: HVAC Basics - 5 - Completed 9/22/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
FACT: Test 01: HVAC Basics - 5 - Completed 10/6/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
FACT: Test 07: Fans and Air Distribution Systems - 5 - Completed 10/6/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>
FACT: Test 07: Fans and Air Distribution Systems - 5 - Completed 10/6/2014 - <a href="#">VIEW AND PRINT CERTIFICATE</a>

Functional: 2015


VIEW VIDEOS



#### LEAPS Basic Training

This presentation by Mark Fisher explains how to use the LEAPS tool to estimate savings and costs of typical lighting scopes. Mark will cover the automated generation of bid, engineering review, ...


Length: 1:50:56 Uploaded: 8/25/2015



#### eQuest Best Practices

Brian Kohler presents an eQuest Energy Bureau Forum to share and discuss best practices, identify knowledge experts, and to solve project challenges. Items discussed in this lecture are Geometry ...


Length: 59:08 Uploaded: 7/23/2015



#### Loytec L-IP 101

This presentation on the Loytec IP communication will define how the system works, selecting the driver and router modes, configuring the L-IP and working with LAN and WAN setups.


Length: 51:21 Uploaded: 7/15/2015



#### StruxureWare Building Operation Web Reports

Derrick Radloff presents an overview of Web Reports from the administration side, including discussion of how data flows to the reports server, extended trend logs, managing and scheduling reports, ...


Length: 48:38 Uploaded: 7/2/2015



#### Project Management Information System (PMIS) - Demonstration

This training session presented by Charles Almore, provides a PMIS demonstration, including topics on using SharePoint basics, access and navigation features, creating personalized reports and ...


Length: 25:42 Uploaded: 6/29/2015



#### Project Management Information System (PMIS) - Presentation

This training session presented by Charles Almore, provides a PMIS overview, including topics on using SharePoint basics, access and navigation features, creating personalized reports and managing ...

Length: 1:07:34 Uploaded: 6/23/2015



#### LED Tubes

This presentation discusses LED Tube retrofits, and other lighting and safety concerns and questions.

## Design Tools:

- **Authoring:** Articulate Storyline 360, Lectora Online, iSpring Suite, Captivate, Rise 360, Presenter, and Authorware
- **Graphics:** Adobe Creative Suite, Photoshop, Illustrator, and Snag-It 10
- **Video:** Premiere Pro, Sony Vegas Pro, Camtasia Studio, After Effects, Media Encoder, Video Scribe, and Vyond
- **Audio:** Adobe Audition, Sound Forge, WellSaid Labs, Audacity, and Total Recorder
- **Office:** PeopleSoft 9.2, MS Office (Word, Excel, PowerPoint), SharePoint, LeanKit, Microsoft Project, and Visio
- **Publishing:** Acrobat Pro, InDesign, DocuTools, and Publisher
- **Web:** Dreamweaver, JavaScript, DHTML, CSS, HTML 4.0, Google Docs, and Lotus Notes
- **LMS:** Cornerstone, Saba, Plateau, and KnowledgeNet
- **Conference:** Cisco Webex, Zoom, Microsoft Teams, and Team Viewer







AT&T  
University

Kimberly Valentine  
AT&T Services, Inc.  
6301 Colwell Blvd.  
Irving, TX 75039

June 1, 2018

To Whom It May Concern:

It is my pleasure to recommend Kirk Denniston for a Senior Instructional Developer position. Kirk has worked as a private contractor for AT&T University for the past 18 months. He has excellent skills in course design and development, simulation training, and video production.

Kirk looks for fresh ideas and explores new, creative ways to do things. His expertise in Mobile Training brings a high level of standards to the Leadership Organization and AT&T's Retail Division. He is exceptional at writing, producing and editing dynamic training videos, and is often the go-to person when co-workers have a question or need a second opinion.

Kirk will be an asset to any organization. He is open to learning new skills, adapts to change, and leads team members to do the same. He has a strong work ethic and can be counted on to consistently exceed expectations and beat project deadlines.

If you need any additional information, please feel free to contact me at (214) 901-8144.

Sincerely,

Kimberly Valentine  
Senior Training Manager, Design  
Human Resources, AT&T University Operations Training



15 Sept 2015

To: Prospective Employers

Re: Letter of Recommendation for Kirk Denniston

I am Kirk Denniston's former manager, and have known him professionally for 2-3 years. During this timeframe, Kirk provided an invaluable service as our senior instructional developer in our Carrollton, TX office. He was a self-starter, and he marketed his training offerings to numerous departments throughout Schneider Electric . Over the past two years, Kirk completed over 100 projects totaling approximately 182 multimedia artifacts, consisting of video, graphics, and elearning courses.

Kirk Denniston is very knowledgeable in course design and elearning development. He is reliable, professional, and works well in the absence of supervision. He was a valuable asset to my training and multimedia team and will be sorely missed. I would highly recommend him to any employer.

If I can be of further assistance, please do not hesitate to contact me at (615) 287-2230.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Carretta", written in a cursive style.

Mark Carretta

Schneider Electric Training Manager – Energy Services  
295 Tech Park, Suite 100  
LaVergne, TN 37086



Client Training List:

