

INSTRUCTIONAL DESIGNER

Professional Summary

An instructional design position working in a medium to large company focused on developing and conducting quality programs for customer training or internal operations requiring an analytical and thorough person with the ability to contribute to developing and implementing training programs and materials for customers and employees to improve their efficiency while enhancing the company's image and building the company's growth. Instructional Design, Program Development, Program Evaluation, Needs Assessment, Storyboarding, Learning Analysis, Writing Objectives, LCM, Mapping Management, Supervision, Administration, Budgeting Training, Presentation Development, Public Speaking, Customer Service Familiarization with SCORM, ADDIE Interned at General Dynamics Information Technology

Skills

- Budgeting and finance
- Project management
- Strong verbal communication
- Conflict resolution
- Extremely organized
- Team leadership
- Data management
- Process implementation
- Client assessment and analysis
- Staff development

Work History

Instructional Designer , 01/2014 to Current

Company Name – City , State

- Key Accomplishments.
- Successfully designed WBT course; Rating Veterans Service Representative (RVSR), for the Veterans Benefit Administration (VBA).
- Successfully designed WBT course; Basic Acquisition 101, for the Defense Acquisition University (DAU).

Food & Beverage Director , 01/2013 to 01/2014

Company Name – City , State

- Key Accomplishments Created jobs aids Successfully trained all staff in compliance with State Food code Successfully trained all staff in compliance with Food vendor requirements Successfully monitored and maintained Federal and State Lunch program requirements.

Food & Beverage Manager , 01/2012 to 01/2013

Company Name – City , State

- Key Accomplishments.
- Successfully trained all staff in compliance with State Food code.
- Design, planned and implemented soft skill training programs.

Manager , 01/2011 to 01/2012

Company Name – City , State

- Key Accomplishments.
- Partnered with Rosen College to host internships from the college.
- Successfully developed, managed and implemented catered and special events.

Food & Beverage Manager , 01/2010 to 01/2011

Company Name – City , State

- Key Accomplishments Assisted in designing and implementing a comprehensive training program that increase positive guest comments by over 10% Successfully integrated and managed other leaders in training of staff Successfully implemented on boarding touch points for new hires reduced turnover by 80% Designed and implemented on boarding and mentoring program for transitional employees Tutored employees in utilizing their individual development plan as a tool for professional development.

- Facilitated, trained and certified both exempt and non-exempt personnel in Serv-Safe Organize, updated and maintain files and records of training programs Analyze, summarize and submitted reports with results of the training programs conducted Perform reviews and appraisals for the trainees as the result of their trainings.

Training & Educational Consultant , 01/2009 to 01/2010

Company Name – City , State

- Key Accomplishments.
- Co-project manager for Kee-Wee Family Entertainment Center, concentrating on service training, dining room design, food and labor costing and interviewing and sourcing employees.
- Assisted in implementing time lines and checklist help reduced redundancy cost by 5%.
- Developed and implemented training manuals and establishing SOP's.

Sales Support Manager , 01/2008 to 01/2009

Company Name – City , State

- Key Accomplishments Facilitated guest service skill training which included conflict resolution, non verbal communication, etc by facilitating multi day experiences for sales support staff improved guest satisfaction scores by 7% Designed and put into action job descriptions for Sales Support Staff Facilitated Food Handler certification classes for F&B staff mandated by the State of Florida achieved 100% successful completion rate Coordinated with Subject Matter Experts and senior leadership and put into action English as a Second Language classes improved communication with both internal and external guests.

Instructor/Manager , 01/2006 to 01/2008

Company Name – City , State

- Key Accomplishments Successfully capitalized the Le Cordon Bleu brand and marketed the student operated restaurant and increase revenue by 24% by utilizing radio and print media Facilitated, assessed, coached, developed, planned and implemented learning programs for students transitioning to the food service industry, learning included wine service, guest recovery, different styles of service, POS, handling of difficult guest etc.
- graduation rate exceed 96% Utilized the total facility to maximized blended learning techniques such as instructor-led learning, professional symposiums, field and self-study, and workshops Independent consultant to Volcano coffee shops, facilitated classes on customer service learning included, the financial impact of service, customer expectations, attitude, personality styles, listening skills etc.
- positive guest comments increased by 15% Successfully utilized Joomla LMS in curriculum aided in graduation rate of 96% Successfully installed Open Table program resulted in an increase of 18% guest penetration to restaurant Successfully developed and started a Catering Club for the students interested in that industry resulted in over 75% of the students elected to enter that industry as their internship elective.

Revenue Operations Manager , 01/2004 to 01/2006

Company Name – City , State

- Successfully administered the start up the Café at the Orlando Culinary Academy, this included, menu design and costing, creating and implementing standard operating procedures, vendor negotiations etc.
- Recognized as a strong communicator and leader and was bestowed with the Corporate Customer Service Award Implemented quick/counter service to the curriculum, this included learning on POS, cash handling, listening and non verbal communication skills, up-selling, etc., graduation rate exceed 96% Created and put into practice training manuals for the learners, which included opening and closing procedures, operating and cleaning of equipment etc.
- Collaborated with other educational institutions in formulating a business plan similar to the OCA cafe model i.e., installing student operated food venues on their campuses Utilized various media tools to market the Café such as print and the e-Media increase penetration by 30%.

Intern , Company Name – City , State

- Key Accomplishments Selected to Decision Review Officer (DRO) curriculum development team Completed Learning Analysis Report for the DRO project Successfully reviewed Veterans Benefit Administration (VBA) Training and Performance Support System (TPSS) storyboards and VBA's LMS (Learning Management System) functionality and identify any discrepancies and functions that would initiate actionable items that needed to be addressed Successfully evaluated technical competences by mapping the competences to the VBA provided Task Analysis reports Effectively revised Life Cycle Maintenance (LCM) for assorted VBA training courses based on Section 508 requirements Successfully re-wrote VBA's assessments in six courses based on Section 508 requirements for the VBA Created matrices for three VBA web-based courses (Loan Technician, Loan Specialist, Public Contact Representative) mapping how task for each course link to knowledge, skills, aptitude and competencies Effectively reviewed storyboards for construction, errors and ensured storyboards meet designed conventions for projects, e.g.
- prompts, bullet points and links Collaborated with SMEs to develop course curriculum for the DRO project Effectively collaborated with HPT s and SMEs to develop the DRO curriculum.
- Analysis and design activities include creating design task flow charts, narratives, and SME interview questions.

Education

Bachelor of Science : Florida International University - City , State

Masters of Instructional : System Design , UCF - City , State

System Design

Affiliations

Member of ASTD Member of ISPI Member of NEA

Skills

administrative, Adobe, Adobe Acrobat, Photo, Photo Shop, Basic, business plan, cash handling, charts, closing, Communication Skills, conflict resolution, consultant, curriculum development, Customer Service, designing, English, special events, financial, instructor, Instructional Design, leadership, listening, Managing, market, mentoring, Microsoft Excel, Microsoft Power Point, Windows, Microsoft Word, negotiations, communicator, personnel, POS, print media, quick, radio, selling, Sales Support, SOP, Task Analysis, Technician, training manuals, training programs, VBA, verbal communication skills, verbal communication, Video, workshops