Experience Summary

I am an experienced training lead responsible for the design, development, and delivery of training solutions for internal and external clients. I have the ability to learn technical systems and processes as well as understand requirements, specifications, and functional design documents, and incorporate these attributes into training designs. I am well versed working with Federal and State government agencies and am a seasoned trainer in multiple industries including: government, banking, healthcare, social services, biotechnologies, transportation and engineering.

Skills Summary

- Accomplished Problem Solver
- ADDIE Training Methodology
- Admirable Customer Service Skills
- Agile Development
- Captivate 8
- Claro Authoring Tool
- Cúram Social Enterprises Application
- Dominknow Learning Management System
- Dreamweaver Authoring Tool
- eLearning Training Design and Development
- Evolution Authoring Tool/LMS
- Excellent Verbal and Written Communication Skills
- Individual or Team Worker
- Instructional Designer
- Instructor-Led Trainer
- LearningGuide Manager
- Mager Instructional Design
- MS Office
- MS SharePoint
- Needs Assessment
- Project Management
- Public Speaker
- Requirements Gathering
- SCORM/508 Compliance
- System Implementation Leader
- Team Lead
- Time Management
- Train the Trainer
- Virtual Trainer

State of North Carolina   8/2015 – present (Contractor)
Content Development / Technical Writer III

- Work with Business Analyst, State Business Personnel, and Project Developers to design Cúram reference materials.
- Review functional design documents, job aids, and training courses for accuracy.
- Create, update, and maintain job aids related to Cúram software rollout.
- Create and update interactive training courses using Adobe Captivate.
- Train project personnel on the use of Cúram software.

Syngenta Biotechnologies   9/2015 – 1/2016 (Contractor)
Change Implementation Lead, Lead Instructional Designer and Developer

- Created project communications for presentation to team members by managers and leads.
- Developed and delivered virtual training on product Track and Trace system.
- Reviewed and updated web-based training using Adobe Captivate.

Hewlett Packard   5/1998 – 11/2014
Business Project Training Consultant, Project Manager, Instructional Designer

- Gathered project requirements and consulted on how to best accomplish client goals.
- Contributed to the development and maintenance of the project plan.
- Collaborated with clients, system developers, and management to document needed system tasks.
- Well-versed in developing project processes and guidelines.
- Managed design, development, and delivery including all instructor-led and web-based training.
- Designed blended approach training including prerequisite web-based, instructor-led, web-based practice, and integrated electronic performance support system.
- Managed timeline, reviewed courses, and distributed work assignments.
- Designed and developed processes and guidelines.
- Mentored team on use of processes, templates and tools such as: MS SharePoint, Adobe Captivate and Fireworks.
- Managed project issues and risks.
- Mapped current system processes to new system processes.
- Gained client approval of training materials through face to face client presentations.
- Designed, developed, and managed onboarding train the trainer sessions.
- Observed and critiqued trainer presentations in preparation for client approval and certification.

- Facilitated trainer performance discussions with clients to encourage trainer acceptance.
- Evaluated student feedback and updated training accordingly.

Regional Project Manager, Training Delivery Coordinator
- Acted as liaison between HP and client to resolve training implementation issues and risks.
- Traveled to client sites to ensure client management implementation preparedness for east coast locations.
- Facilitated client meetings to track client implementation progress and resolve issues.
- Worked in tandem with HP subject matter experts to convey their roles in the training portion of the implementation process.

Analyst, Instructional Designer, Virtual Trainer, Web-Based Training Developer
- Designed and developed Instructor-Led and Web-Based Training courses in preparation for installation of new healthcare system.
- Analyzed common calls to call center and developed tools to promote efficiency and reduce length of calls.
- Collaborated with subject matter experts to design, develop, and virtually deliver training for global audiences.
- Determined, developed, and delivered client phone system training.
- Designed and developed web-based training.
- Conceptualized and led creation of best practices project resolution reference system for help desk staff.
- Mentored Trainers.

American Airlines   12/1989 – 5/1998
- Managed team of 25 New Hire trainers and team of 60 reservation sales agents.
- Led Safety Control Team responsible for researching and preventing work place injuries.
- Facilities Contract Administrator responsible for oversight of cafeteria, HVAC, security, and cleaning contracts.

Education
  University of North Carolina at Wilmington 1982 – 1984
  Concentration in Mathematics

  North Carolina State University 1984 – 1986
  Concentration in Sociology

Licenses
  North Carolina Real Estate Broker

References
  Provided upon request.