

# Andrea M. Weatherhead

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TECHNICAL WRITER • INSTRUCTIONAL DESIGNER • eLEARNING DEVELOPER • VIRTUAL TRAINER

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Successful e-Learning and instructional design professional with extensive education and over 12 years' experience developing and delivering top quality work. Deep expertise in technical writing, virtual training, online teaching and the latest in instructional design software. Passion for partnering with subject matter experts to uncover desired learning outcomes and designing training to meet those needs. Known for delivering exceptional work, meeting tight deadlines, high professional energy and personal integrity.

**STORYBOARD DEVELOPMENT** Microsoft Office Professional • Rapid Intake • Google Docs

**ELEARNING SOFTWARE** Adobe Captivate • Adobe Presenter • Adobe Robohelp • Articulate Studio • Articulate Storyline • Camtasia

**VIRTUAL LEARNING SOFTWARE** WebEx • Join.me • TeamViewer • Blackboard Elluminate • Adobe Connect • Zoom

**LMS** eCollege • Blackboard • Moodle • Angel

**GRAPHICS SOFTWARE** Paint Shop Pro • Snag-It

**OTHER** SharePoint • Microsoft Visio • Adobe Acrobat • WS-FTP • CutePDF • WinZip • Review My eLearning (QA) • QuickBooks Premier • Audacity

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## Consultant Experience

MONTRER TECHNOLOGIES, LLC • Remote

3/2001 – Present

**OWNER / PARTNER**

Company provides contract or consulting services for various corporate and academic institutions. Services include online training (e.g., virtual, adjunct and enterprise), instructional design for the online environment, documentation, technical writing, IT support and other professional services.

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WELLS FARGO • Remote Contract – Full-Time

7/2016 - Present

**INSTRUCTIONAL DESIGN CONSULTANT**

- Incorporate the ADDIE learning model into the design, development, and maintenance of eLearning courses for multiple lines of business within Wholesale banking.
- Utilize Adobe Presenter, advanced PowerPoint skills, and Snag-It to update and revise existing eLearning courses.
- Work effectively and efficiently in a virtual team environment.

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CENTER FOR SOCIAL INNOVATION • Remote – Full-Time

5/2015 – 12/2016

**INSTRUCTIONAL DESIGNER/SENIOR ASSOCIATE**

- Functioned as in-house consultant on adult and distance education to content experts at C4 and among clients and partners.
- Developed and storyboarded online courses using Adobe Captivate and Omega (proprietary) development software, including preparation of curricula, selection of appropriate technology and learning management systems.
- Collaborated with teams of content experts, web developers, and graphic designers.
- Developed and adapted course materials for culturally and linguistically diverse populations.
- Provided project management, including supervision and mentoring of staff and junior Instructional Designers on design practices and guidelines.
- Supported proposal writing, technical writing, and research.

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STATE FARM • Remote Contract – Part-Time

10/2013 – 5/2015

**SR. INSTRUCTIONAL DESIGNER**

- Worked collaboratively with Subject Matter Experts (SMEs) to gather content, develop, design, and review all eLearning courses created in Adobe Captivate and Presenter.
  - Developed assessment instruments such as knowledge checks, simulations, and practice scenarios for evaluating learning effectiveness.
  - Created voiceover scripts and recorded audio for integration into eLearning courses using Audacity.
  - Supervised the planning and flow of deliverables from department to department in SharePoint.
  - Performed QA and tested courses for quality and functionality in the Course Enrollment E-learning Simulator.
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**R. J. REYNOLDS TOBACCO CO. • Remote Contract - Part Time**

1/2013 – 5/2015

**Sr. TECHNICAL WRITER/INSTRUCTIONAL DESIGNER**

- Developed and documented user guides for internal Sales and Sales Field staff.
- Created voiceover scripts for SMEs and voiceover actors/actresses.
- Conducted voiceover recording sessions with SMEs and edited audio clips.
- Created course quiz and feedback forms utilizing Articulate Quizmaker.
- Developed web-based interactions and games for sales, marketing, and other promotions using Articulate Engage and Articulate Storyline.

**INFOR • Remote Contract – Full-Time**

6/2013 – 3/2014

**Sr. INSTRUCTIONAL DESIGNER**

- Implemented content standards including training manuals, job aids, and supplemental training materials.
- Created course curriculum and training modules for all users of the S3 Lawson system.
- Developed self-paced training modules for online/self-paced training.
- Analyzed business requirement documentation, process models, and functional requirements documentation to identify learning objectives that met the training needs of customers and proprietary software.

**DEFENSE HEALTH INFORMATION MGMT SYSTEM • Remote Contract – Full-Time**

12/2009 – 1/2013

**Sr. INSTRUCTIONAL DESIGN CONSULTANT (SECRET CLEARANCE)**

- Provided consulting expertise on the development of online educational programs for the Theater Medical Information Program (TMIP-J) and AHLTA-Mobile under the direction of the Defense Health Information Management System (DHIMS) and SAIC. Program provided medical information management technology to support the medical business practice in a deployed environment.
- Created Captivate simulations for the TMIP-J program, Patient Safety Reporting, and Expense Assignment System.
- Scripted and coordinated narration with voice actors/actresses for courses; performed basic audio editing.
- Designed, scripted, and tested new web-based training content (WBT) for DHIMS, including handouts, tests, and interactive training using Articulate Studio '09 and Captivate 4 and 5.5.

**DAVITA, INC. • Remote - Full-Time**

2/2006 – 11/2009

**VIRTUAL TRAINER / INSTRUCTIONAL DESIGNER**

- Facilitated WebEx training of proprietary software for health care practitioners and the administrative team.
- Researched, developed, and prepared interactive training materials for adult learners.
- Maintained records of training activities and monitored the effectiveness/results of programs and teammate progress in the Docent learning management system.
- Utilized Adobe Robohelp and Adobe Captivate to design online help and application simulations.
- Provided virtual instruction to employees on the Microsoft Office Suite and HIPAA guidelines.

**GILBARCO, INC. • Full-Time**

2/2004 – 12/2005

**MANAGER, TRAINING AND COMMUNICATIONS**

- Assisted in the research, purchase, and implementation of a learning management system.
- Designed, planned, and implemented online curriculum using adult learning theories and models.
- Managed the development effort of client-specific training materials, including reference manuals, facilitator guides, participant guides, exercises, job aids, and evaluations.

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## Education

**Ph.D. • EDUCATION**

PROFESSIONAL STUDIES / INSTRUCTIONAL DESIGN FOR ONLINE LEARNING  
Capella University – Minneapolis, MN

2009

**M.A. • MEDIA EDUCATION**

INSTRUCTIONAL TECHNOLOGY/DISTANCE EDUCATION • *magna cum laude*  
Appalachian State University – Boone, NC

2003

**B.A. • MANAGEMENT AND ETHICS • *magna cum laude***

John Wesley University – High Point, NC

1997