Amy Eliason

Pleasant Hill, CA 94523 and Duluth, MN | 218.590.9940 | [aseliason@gmail.com](mailto:aseliason@gmail.com)  
**LinkedIn:** https://www.linkedin.com/in/aseliason/

# Summary

Accomplished, multi-certified, technical learning and development professional with a proven history of successful delivery and satisfied clients. In-depth experience crafting and executing delivery strategies and solutions for technology service and performance improvement while ensuring that all customers are positioned for optimal success.

# Competencies

## Management

* Capability Development Program Management, Team Management, Team Lead, Individual Contributor

## Communication

* Training Delivery/Facilitation/Coordination
* Curriculum Development and eLearning (Primarily ADDIE model) with best in class tools
* Technical Writing
* Creative Writing

## Technical Skills

* Learning Management System Administration, Development and Support
* Systems Administration and Support
* Troubleshooting and Support
* CompTIA A+, MCP, MCSE, MCT and ITIL Certified
* Proficient with numerous software applications (CRM, ERP, ETC.) systems administration, content management tools, eLearning tools, learning management systems, database tools, support case management systems and online meeting tools

# Experience

## SR. Instructional designer, canvas infotech   November 2016 – March 2017 Contractor to Robert Half Management Resources

* Designed and developed large portfolio of staff development eLearning assets for internal and external clients utilizing Articulate Storyline 2 and other tools.
* Migrated eLearning contents of Adobe Connect and Mylearning LMS systems to Cornerstone OnDemand
* Reviewed eLearning courses for CPE and NASBA compliancy and prepared CPE proposal

## SR. curriculum developer, netsuite  february 2013 – March 2016

* Promoted to Senior Curriculum Developer and Instructor October 1, 2014
* Designed, developed, maintained and delivered Point of Sale, functional **SuiteCommerce** (E-commerce), SuiteAnalytics: Reports and Searches and Marketing Automation, Administrator Certification public course materials for all audiences including customer end users, partner, and internal customers including customized offerings and sales team training
* Worked with cross-functional, global teams to create training documentation and innovative course assets, including eLearning (Captivate), instructor presentations, instructor and student guides, quick reference materials, and hands-on exercises for the NetSuite ERP, CRM and eCommerce solutions
* Developed new customized training offering for sale to clients within 6 months of hire upon client request
* Maintained, troubleshooted and provisioned POS demo account environment for trainers and end users (SQL environment); created how-to guides for the database maintenance aspects of the   
  demo accounts
* Provided virtual training on software products for multiple roles to end users
* Provided certification input for E-commerce and POS products

## Sr. Technical Writer, IRVINE Technology CORP.   09/2011 – 08/2012 Contractor to MGM Grand

* Led and managed a team of three technical writers in successfully delivering designated tasks:
* Converted MGM Grand Properties’ Knowledge Base (KB) in **CA Service Desk** to **BMC Remedy** with innovative approach; formatted edited and published thousands of existing and new KB articles covering 500 + applications
* Developed processes and templates for the conversion of the Knowledge Base
* Administered Knowledge Base in Remedy
* Created and published monthly technology operations newsletter; designing, writing and/or editing all content
* Trained and supported new technical writers; reported progress and strategies to managers

## Consulting Training Lead,  Ciber, INc.   09/2009 – 09/2011 Consultant to Clark County, NV

* Engaged as Implementation Training Lead consultant for the implementation of **Curam** Social Enterprise Management Software at Clark County’s Social Services Division for case management and benefit issuance of financial Assistance, medical assistance, long term care, etc.
* Provided system training project guidance, planning and overall vision for the training endeavor
* Worked with Developers, Business Analysts, Technical Leads and QA team members to develop Train the Trainer course curriculum, document templates and training material development for over 3000 internal and external customers
* Assisted with QA functions, including development of test scripts and testing

## Competency Development program Manager, Spryos, INc.  05/2006 – 09/2009 Contractor to Intel CORP.

* Collaborated with internal and external partners and stakeholders to analyze and define customer learning and development needs and then translate needs into a comprehensive learning strategy
* Provided “big picture vision” to design unique, bleeding-edge solutions for learning needs of global teams and to address learning gaps in the most efficient and cost-effective manner possible
* Pioneered innovative competency development model which was adopted by other Intel organizations and used as a cost-effective model for developing and tracking employee skills as well as solution deployment readiness of N+ technologies via learning management system in place
* Conducted needs analyses, utilized innovative learning and development strategies and solutions, included blended learning, workshops and virtual classrooms, as well as evaluation tools and measurement models to support core competencies Developed eLearning presentations
* Administered online courses through the Intel Learning Network (ILN) learning management system (LMS), managed repository content for mission-critical documents; created guides for end users, including managers, on leveraging ILN

## Independent contractor  05/2000 – 05/2006

Engaged by various, high profile companies, such as Commerce One, UnitedHealth Group, HMSA of Hawaii, First Plan of Minnesota, Molina Healthcare, Numonyx Revenue Management, Gateway Computers, Dell Computers, Hughes Network Services and State of Oklahoma Long Term Care for instructional design   
and training services for customer service and support, product sales and implemetation

## Additional Experience Details upon request

* **Training Manager**, Sinex Aviation Technologies, Duluth MN (Start-up)
* **Production Manager**, Alexander Training & Development, Longview, WA (Start-up)  
  Pulp & Paper Manufacturing
* **Call Center Agent, Supervisor and Trainer**, AT&T Communications, Duluth, Minnesota
  + - Handled customer billing requests and inquiries per office metric requirements
    - Trained new hire billing agents
    - Provided sales training for new product offerings
    - Supervised call office of 150 plus agents, performed administrative tasks and reporting functions, workforce scheduling and management, as well as payroll tasks utilizing a UNIX-based system

# Education

## Bachelor Business Administration | 3 + Years’ study | university of MN Duluth

* Major: Business Administration
* Minor: Human Resource Management
* Related coursework: Computer Programming

## Computer Engineering | 02/2001 | Connecting POint vocational Duluth, MN

* Major: Computer Engineering/Industry Technical Certifications

## Web Applications | 06/1999 | Wisconsin Indianhead Tech Superior, WI

* Certificate: Web Applications Developer

**SKILLS**

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| Adobe Products | Curam Government Solutions | NetSuite |
| Articulate Storyline | eCommerce (SuiteCommerce) | Online Conferencing Tools i.e. Skype, WebEx |
| Audio Editing Tools | eLearning Development | Point of Sale Configuration |
| Call Center Supervision & Workforce Scheduling | HTML | Healthcare Claims |
| Camtasia | JavaScript | Remedy Knowledge Management |
| Captivate | Atlassian JIRA | SAP Procurement |
| Content Management Systems | LMS Administration | SCORM |
| COSMOS | Marketing Automation | SharePoint |
| Creative Writing | Moodle | SQL Reports |
| CSS | MS Office Suite | Storyboarding |
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