Franciene E. Chambers

932 Cascade Crossing, Atlanta GA 30331

**Phone:** 678-681-4314

**Email:** [franciene.chambers@tjspecialists.com](mailto:franciene.chambers@tjspecialists.com)

Sample Website: www.francienechambers.com

Software Engineer/Instructional Designer/Technical Writer

**Job Summary:**

* 10+ years of Information Mapping Theory and Methodologies.
* 10+ years of Instructional Design and Technical Writing.
* 10+ years of Change Management experience.
* 10+ years of Business Analyst experience.
* 10+ years of Agency/Vendor management and budget management.
* 10+ years of Authoring Programs: Captivate Articulate, RoboHelp, Lectora and Moodle.
* 10+ years of Instructor Led Training (ILT), Virtual Instructor Led Training (VILT) classroom materials and Hybrid Training.
* 10+ years of experience with Section 508 accessibility tools including JAWS.
* 10+ years of Simulation Programs: Captivate, Camtasia and Articulate.
* 10+ years of Digital Video Filming and Editing (iMovie, Final Cut).
* 10+ years of Learning Management Systems (LMS) implementation.

**3M Corporation, Minneapolis, MN**

**American multinational conglomerate corporation**

**Project Manager/Instructional Designer Training Technical June 2015 – Present**

* Sr. Trainer and Technical Lead on the Polaris Finance and Human Resource projects.
* Perform duties as an Instructional Designer and Change Management Analyst.
* Responsible for establishing training curriculum for assigned process areas.
* Market Research - Knowledge of market research sources, data analysis techniques and methodology from various research tools.
* Mapped T-Codes to courses, courses to process areas, reviewed and updated training curriculum tracker accordingly
* Accountable for the deliverables to meet the end user’s needs and make necessary recommendations for improvements.
* Work closely with the Polaris process teams, process owners and business SMEs to confirm the accuracy and relevancy of the Polaris training curriculum(s) for the Finance, Sales, and Manufacturing, Human Recourses, Warehouse, and Retail departments.
* Incorporated various methods of principles for training curriculum design in all documentation and training simulations for adult learning theory, teaching and instructions for end user and supper user, process teams, warehouse staff etc.
* Created course content supporting ILT’s, Job Aids, shortcut keys, manuals, quizzes, knowledge assessments, UPKs, flowcharts, and eLearning simulations.
* Obtain approval and sign-off for training curriculum materials from designated stakeholders.
* Created detailed Business Requirement Documents (BRD) and translated it into functional specifications.
* Provided analytic support by coordinating data extraction from various databases and data interpretation.
* Partnered with the development and analytic teams to provide reporting on software solutions.
* Participated in Integration Testing, User Acceptance Testing (UAT), Functionality Testing and created new content as needed, leveraging existing project documentation, stakeholder expertise, and personal expertise.
* Supporting Audience Analysis to ensure the delivery method(s) and extent of content matching the audience’s/end user’s requirements for learning how to do their job.

**Centers for Disease Control and Prevention (CDC), Atlanta, GA**

**Department of Health and Human Services**

**Business Analyst/Instructional Designer/Trainer**  **May 2015 – July 2015**

* HANA Business Analyst for the Center for Disease Control and Prevention at the National Center for Immunization and Respiratory Diseases (NCIRD).
* Contributed to projects by analyzing client’s business processes and design SAP solution.
* Tested and created global online simulations for training.
* Used uPerform and Captivate to create simulations and online Learning Management System for CDC’s HANA training.
* Interviewed subject matter experts/super users to create training materials.
* Developed and executed data Integrity tests.
* Developed and executed database access Test
* Developed functional testing based on the business requirements documentation.
* Developed and executed user test scenarios, which included tested objectives, expected results, and tested parameters.
* Developed and executed user test scripts based on the use cases.
* Defined user sign-off criteria.

**Siemens Corporation, Atlanta, GA**

**Industrial and Production Solutions Company**

**Lead Instructional Designer/Technical Writer**  **June 2014 – March 2015**

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| * Overseen processes to recreate Siemens SPIRIDON 7-year-old existing LMS system to an improved functional and user friendly online global training tool. * Updated Warehouse, Finance, Sales, Human Recourses, Manufacturing and Retail course design and training for department documentation and simulation for new and improved global system. * Successfully created a strategy for the completion of the SPIRIDON LMS online too before actual deadline. * Created and incorporated new videos from live meetings and written scripts of on the job scenarios and processes. Used canon production cameras. * Courses created through interviewing Siemens Subject Matter Experts. * Trained new hires on new and existing Siemens processes and procedures. * Updated and created templates to increase course creation turnaround time 50-75%. * Designed/developed new Instructional Systems Design (ISD) process to better interact with SMEs and Clients. * Designed/Developed interactive video pieces to be used with courses. * Implemented new graphic standards to optimize course size. * Knowledge of Agency/Vendor management and budget management. * Heavy use of Captivate, Photoshop, RoboHelp, production cameras, voice over and other 3rd party programs to add fun, exciting, and on-topic interactions, and diversity to courses. * Involved in purchase recommendations for new software and tools. * Processing - Knowledge of processes, quality control, costs, and other techniques in order to achieve maximum efficiency * Led and facilitated Online and Instructor led training sessions via WebEx, Meeting place, and Adobe Connect. |
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**Cameron International Corporation, Houston, TX**

**Oil and Gas Field Machinery Company**

**Instructional Designer/Trainer** **April 2013 – June 2014**

* Instructional Designer/Technical Writer/ trainer and developer – created training materials for Cameron’s Documentation and Training implementation.
* Created training materials that included step-by-step procedures, end user manuals and quick reference cards (QRC), SuccessFactors Learning Management System (LMS), training presentations and detailed instructor guides, in class exercises, activities, exercise data, learning assessments levels 1 -3, populating training client with master data and transactions in multiple areas to support testing and training.
* Software used to create simulations - iSpring Suite to create PowerPoint based e-learning, Articulate, uPerform, Captivate and RoboHelpto create interactive online help/quizzes and learning evaluations, Video/Media to capture live power scenarios.
* Developed e-learning courses including designing interactions and creating storyboards as part of a global training team.
* Developed documentation standards for work instructions and simulations/training (ILT) delivery.
* Led teams in developing and delivering blended end user training in multiple geographical locations including domestic and
* Excellent writing and communications skills; coaching and mentoring skills.
* Able to break down complex business processes into easy, understandable components to international audiences with broad range of skill levels and backgrounds.
* Design and reviewed course materials for blended and distance learning environments.
* Reviewed course materials for face-to-face learning environments.

**Newmont Mining, Denver, CO January 2011 – March 2013**

**Gold/Copper Mining Company**

**Lead Instructional Designer**

* Managed ERP implementation modules - Human Resources, Finance, Accounting, Benefits and Payroll for the Newmont Mining global project in Colorado.
* Experienced implementing and maintaining the Newmont Mining’s global eLearning Management System (LMS).
* Responsible for designing, developing, and delivering end user training for specific SharePoint access levels that coincide with process workflows, and launched via the Vista user interface. Tasks include writing training scripts to parallel navigational paths demonstrating customized functionality, along with recording navigation and simulations to be used for all training delivery to include: classroom, on-line learning and virtual sessions.
* Successfully developed learning strategies that includes Instructor Led Training (ILT), eLearning/online help, virtual learning, exams, and certifications and extended learning. Software used: Captivate, RoboHelp, Articulate and uPerform.
* Developed and delivered large and small robust content in a LMS and CMS environment.
* Ensured SCORM, best practices and compliance to all standards while maintaining security.
* Monitored projects, requirements and ensured its completion before deadline.

**IBM and BWay Corporation May 2010 - December 2010**

**Production and Information Technology Company**

**Sr. Business Analyst/Instructional Designer/Training**

* Performed needs analysis, managed, designed, developed, and recommended appropriate learning solutions for the SAP Finance (FI), (CO), (SD), (PP), (MM), (QM) for Newmont Mozart projects.
* Analyzed and developed Human Capital Management (HCM) and Human Resources - ERP resources training documentation and eLearning for IBM and BWay corporation’s Mozart projects. This project consists of BWay’s Metals and Plastics facilities conversions worldwide.
* Measured the effectiveness of learning solutions and reported progress status.
* Able to create learning solutions, organized and managed the user acceptance testing in the pilot environment and made the
* necessary revisions for the production environment.
* Managed, tracked and monitored learning assets in the Learning Management System and learning resources on the BWay
* Portal.
* Reduce Costs through Online Learning Delivery.
* Plan, design, develop, organize, write, and edit instructor-led training content as well as storyboards for electronic learning modules (WBT, CBT eLearning).
* Conducted training needs assessments and develop course objectives and design plan based on assessment results.
* Interview subject-matter experts and clients to collect necessary information to design and develop blended education solutions.
* Conceptualize and develop evaluation measures including knowledge checks, course evaluations and tests.
* Participate in content review, revision, and sign-off cycles.
* Conduct training in a variety of formats to meet the needs of the organization (train-the-trainer, classroom, coaching etc).
* Provide application knowledge, methodology expertise and/or industry knowledge.

**FuzeBox Inc., Atlanta, GA**

**Production and Information Technology Company**

**Instructional Designer/Trainer**   **March 2009 - April 2010**

* Managed resources, global eLearning development, global business process procedures (BPPs), and global process guides and all eLearning courses.
* Maintained and audited training material, administered the LMS system for ongoing training, outsource translation of materials as needed.
* Administered the uPerform system and written change orders as necessary.
* Supported system-based training processes, courses integrated to LMS, course scheduling in LMS etc.
* Analyzed tracked and reported training development results to management teams for readiness.
* Reduce Costs through Online Learning Delivery.
* Maintained training standards and templates which were applied to all SAP or IT training for FuzeBox role-based; progressive learning approach; single repository; deliverable formats within each course.
* Designed, implemented, and maintained user performance metrics that measure user competency level within FuzeBox customers.
* Connected with BPOs and Super-Users, ensuring that BPOs and Super-User understand the overall FuzeBox SAP training procedures, standards, and resources.
* Periodically audited training material to ensure they were maintained.
* Maintained the Super-User program, ensured number, distribution and skills of Super-Users were adequately maintained.
* Helped onboarding training leads for SAP programs and projects, targeted initiatives, collaborating with them on all policies, procedures, and standards.

**Lockheed Martin, Orlando, FL February 2007 - March 2009**

**Aeronautics/Space Systems Products Corporation**

**Manager Documentation and Training Team/Contractor**

* Managed Lockheed Martin’s SAP Instructional Design and Curriculum Development team staff for their implementation projects.
* Ensured the teams job functions were correctly performed on-time and within scope.
* Assisted the VP of Operations with procurement and evaluation of all external content development resources and independent contractors.
* Developed and maintained departmental processes, writing, editing process, glossaries, graphic design process, audio recording and voice over process, SME communication and quality scorecards.
* Ensured efficient quality processes are followed and implemented.
* Implemented the production lifecycle using the ADDIE model.
* Managed team work loads in conjunction with the project management teams.
* Communicated in conjunction with the project managers, directly with the clients regarding content development topics and activities.
* Attended client project meetings with IT, Engineering, Aviation departments as they relate to eLearning, curriculum and instructional design.
* Stayed on top of industry trends and best practices and communicated these internally and externally.
* Responsible for all content development department personnel, activities, and deliverables.

**Home Depot, Atlanta, GA December 2004 - January 2006**

**Home Improvement Specialty Retailer**

**Sr. SAP Instructional Designer/Technical Writer/Tester/Contractor**

* Successfully managed all aspects of Learning Management System (LMS) product training development, including the instructional design, development and delivery of all web-based courseware.
* Developed and facilitated Learning Development System (LDS) Orientation training and virtual LDS training via the Internet, including both synchronous and asynchronous versions of the training.
* Implemented the production lifecycle using the ADDIE model.
* Software used: Captivate, RoboHelp, Flash and uPerform
* Managed, coordinated and facilitated the New Hire Orientation training program for all new employees.
* Created Technical Objects such as Functional locations, Equipment & BOM's
* Defined Master Data in Plant Maintenance & Customer Service
* Defined Permit Categories Permit groups, Measuring Point Categories and Number ranges for Measuring Documents.
* Defined Warranty types, Categories and Number ranges for Warranties
* Defined various types of Technical Objects, Plant Sections, Planner groups, ABC Indicators, Authorization Groups, Object Information keys and Structural display for Functional Locations.
* Carried out integration with other Modules such as MM, FICO & PP

**Nasco Corporation, Atlanta, GA January 2004 - December 2004**

**National Accounts Service Company**

**Sr. Instructional Designer/Contractor**

* Managed and worked as a Technical Writer/Instructional Design, developed LMS eLearning online help, functional user’s manuals, user guides, job aids, shortcut keys, policies and procedures for Nasco’s Blue Cross & Blue Shield Claims projects for the following departments: Executive/Marketing, Membership/Claims, Customer Service/claims.
* Worked as Trainer/Instructor Led, trained 400 contractor(s) and permanent employee(s) on Nasco’s claims systems using curriculum computer based tutorials which included voice over, video, quizzes, storyboards, graphics, web links, dropdown links, password protection, skills assessments, tests, templates, style sheets, reports, descriptions and instructions, assessment measures including knowledge checks, course evaluations and able to print documents from CD or server.
* Possessed authoring/development experience, created online training, demos and courses with animation using HTML, Flash MX, Director MX, Dreamweaver, heavy RoboHelp, Captivate, Visio, PageMaker, Adobe Frame Maker, Adobe Photo Shop MS Word, MS Excel, MS PowerPoint and MS Project and Addie methodology.
* Incorporated multimedia/video production filmed and developed scripts with the use of a teleprompter, Canon GL2, XL2 professional cameras, backdrops, various lighting techniques and prompts design for backgrounds.
* Involved in graphic design to produce screen captures using Adobe Illustrator, PageMaker, Adobe Frame Maker and Adobe Photo Shop.

**Education:**

* Computer Science/Bachelors, Bryan Institute of Technology, St. Louis, MO, 1984.
* Communications, Phoenix University, Atlanta, GA.
* Computer Science, Meramec College, St. Louis, MO.