**Greg Thompson**

**Instructional Designer and eLearning Developer**

**Objective**

Responsible consulting role in designing, creating, producing, and delivering training content for complex products.

**Tools and Skills**

|  |  |  |  |
| --- | --- | --- | --- |
| **Training Development Tools** | **Server Tools** | **ID and Project Management Methodologies** | **ID Skills** |
| * Camtasia * Captivate * Articulate Storyline * MS Office * Paint Shop Pro * Snagit * HTML * JavaScript * CSS * Markdown | * Sharepoint * WebEx * Moodle * WordPress * Git * Github * GitBook | * Gagne's 9 Events of Instruction * Bloom's Taxonomy * ADDIE * SAM * AGILE * KanBan | * Needs Assessment * Task Analysis * Storyboarding * ILT and eLearning design and development * Job Aids * User Guides * Single Source Publishing |

**Professional Experience**

**Renaissance Information Design:** Walnut Creek, CA andApex, NC 2003 - Present

## Principal *Instructional Designer Consultant*

* Created job aids, user guides and e-Learning for TIAA, a financial services company.
* Conducted needs assessments, created storyboards, and Captivate tutorials for PPD.
* Designed quick start job aides and eLearning scripts and courses for DocuSign, a CRM, e-signature company. Administered and trained individuals for a SharePoint document storage system.
* Wrote instructor and student training materials, designed web based training simulations, and taught Train-The-Trainer courses for medical software (Epic) at Kaiser Permanente.
* Designed database installation, programmer, and end-user training for IBM database software.

**Qumu**: Emeryville, CA 2006 to 2008

## Senior *Instructional Designer*

* Redesigned administrator and job aides for a complex video management product.
* Wrote a getting started tutorial and a job aid for a Polycom video appliance product.
* Created ILT instructor and student guides.
* Worked on a cross departmental team to develop corporate training strategy.
* Administered a SharePoint/Adobe Acrobat site for training materials.

**Movaris**: Campbell, CA 2001 - 2002

## Instructional Designer

* Wrote installation, end-user, SDK programmer documentation, and training materials for a business-process-management CRM platform that interacted with Siebel and PeopleSoft CRM's and other CRM systems. Deliverables helped acquire new customers and garnered critical praise.
* Designed online help systems, transforming PDF-based user guides to HTML online to meet client requirements.
* Developed new documentation strategy and delivery plan.
* Conducted software usability and QA sessions.

**Financial Engines** Palo Alto, CA 2001 - 2001

## Instructional Designer

* Created the first instructional department and wrote job aids, training plans and processes, and designed training templates for a financial advisor, CRM startup company.
* Developed single-source publishing solution for delivering HTML and paper documentation.

**Education**

* Candidate for Mastersin Instructional Performance Technology, Boise State.
* Candidate for MFA, California College of the Arts.
* Grant Writing classes at the Foundation Center, San Francisco CA.
* Web Design and Writing classes, though the HTML Writers Guild.
* BA. History, CaliforniaState University, Long Beach.

### **Professional Affiliations**

* RTP American Training Development.
* HTML Writers Guild.
* Society for Technical Communication.
* Bay Area Editors Forum.
* International Association of Business Communicators.
* Triangle Recorder Society.
* San Francisco Early Music Society.