***“I help companies assess, design, develop, implement, and evaluate training solutions that meet business objectives.”***

**SUMMARY:**

Accomplished professional in the training and development field. Demonstrated strength in developing high quality, results-orientated training organizations. Proven ability to meet business objectives. An adept practitioner of instructional design methodologies. Exceptional public speaking and presentation skills across all levels of an organization. Extensive expertise in the use of technological tools and methodologies that enrich the adult learning experience.

**Core Competencies:**

Adult Learning Theory, Computer Based Training, Instructional Design, Project Management, Needs Analysis, Public Speaking, Curriculum Development, Budget Administration, Technology, Customer and Sales Support, Team Leadership, eLearning.

## Tools: Articulate Suite. Articulate Storyline, Captivate, Camtasia, Audacity, SnagIt, SharePoint

## PROFESSIONAL EXPERIENCE:

**Instructional Design Consultant**

**UnitedHealth (Optum), Eden Prairie, MN – Insurance Industry**

**2017-2017**

* Assess, design, develop, implement, and evaluate training solutions for Data Science University.
* Create eLearning modules using Articulate Storyline 2.
* Work with Learning Solutions Group to develop Best Practices and Instructional Design Standards.
* Work with SME’s, Project Managers, and Design Team to roll-out new curriculum for large scale audiences.

**Instructional Design Consultant**

**UnitedHealth (UHC), Minnetonka, MN – Insurance Industry**

**2016-2016**

* Developed training solutions for the Financial Data Management Team.
* Worked with SME’s, Project Manager, and Design Team to rollout eLearning modules using Captivate for new software applications.
* Worked with Design Team to develop Best Practices and Instructional Design Standards.

**Instructional Designer/ Technical Training Consultant**

**Berkley Risk Associates, Minneapolis, MN – Insurance Industry**

**2014-2016**

* Assessed, designed, developed, and implemented training solutions for business operations.
* Created training design documentation, training plans, facilitator guides, job aids, syllabus, and classroom reference materials.
* Developed eLearning modules for business units using Articulate Storyline
* Worked with SME’s, Project Managers, Design Team, and Trainers to rollout new software applications for business operations.
* Mentored Training Staff on Best Practices and Instructional Design Standards.

**Sr. Instructional Designer**

**Deluxe Corporation, Shoreview, MN – Printing & Business Services Industries**

**2012-2014**

* Assessed, designed, developed, and implemented training solutions for Small Business Sales Operations.
* Created training design documentation, training plans, facilitator guides, job aids, syllabus, and classroom reference materials.
* Developed eLearning modules for business units using Articulate, Camtasia, and Captivate.
* Lead Training Designer/Developer on major new product line across multiple business units for 300 Sales Representatives which resulted in Sales Representatives increasing their knowledge of the product line increasing company sales by $100,000 year over year.

## IT Training Specialist

## Taylor Corporation (The Occasions Group), Mankato, MN - Printing Industry

**2010-2012**

* Assessed, designed, developed, implemented and evaluated training for The Occasions Group of companies' IT applications.
* Conducted training sessions via web, phone and classroom on software applications for sales and marketing, accounting, customer service, order entry, manufacturing, and shipping departments.
* Created, updated, and published training plans, user guides, handouts, quick tips, and classroom materials for training sessions to increase participants' knowledge of software applications.
* Created Share Point document library for central repository of all training and IT documentation with a focus on end-user functionality.
* Conducted user focus groups, and served as liaison between users and IT development team.
* Provided user support on software applications.

## Training Manager

## L1 Identity Solutions (Identix Inc.), Bloomington, MN - Biometrics Industry

**2002-2009**

* Managed a team of technical training specialists who assessed, designed, developed, implemented, and evaluated professional development programs for customers and employees supporting the organizations short-term and long-term business objectives.
* Managed annual departmental budget of $700.000.
* Collaborated with Product Managers to ensure that quality product training programs were delivered on time and within budget.
* Established training curriculum, standards and certifications for all product lines.
* Established pricing for all customer-training programs offered resulting in a net gain of $ 100,000 in annual revenue year over year.
* Developed and utilized computer based training (CBT), and web based training (WBT) programs to train field service representatives on company products saving the company $75.000 annually.
* Established and managed request for proposals (RFP's) for training documentation, including detailed training plans for governmental contracts which resulted in higher conversions rates from proposals to sales.
* Maintained consistency in course development, including creation of training outlines and materials, lab exercises, and assessments. Managed ongoing process improvement based on course evaluations and assessments.

## Senior Education Development Specialist

## Seagate Technology, Inc., Bloomington, MN - Computer Hardware Industry

**1998-2001**

* Designed and facilitated training courses worldwide for sales executives, management, representatives, support personnel, and customers on electronic business web based applications which resulted in an increased skill level and knowledge of the applications by participants.
* Evaluated internally and externally developed software solutions for sales and marketing electronic business team.
* Conducted needs assessments with customers to determine how application features could be enhanced and made recommendations to information technology programming staff.
* Managed a software application development project which was deployed worldwide to major OEM's that yielded a web based exchange of information and accelerated product qualification cycles for company products. This project was recognized by a major OEM as being a key reason for the company receiving the supplier of choice award.
* Utilized distance learning technologies to train 130 sales representatives worldwide on software applications that resulted in savings to the company of $ 50,000 over the previous year

**EDUCATION:**

B.A. Metropolitan State University, Saint Paul, Minnesota

**CERTIFICATIONS:**

Achieve Global Certified Instructor

Six Sigma Green Belt