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| **Mitchell J. Alli**  **Instructional Design/ Training Manager/ Program Manager**  **383 Cameron St**  **Atlanta, GA 30312**  **804-943-2226**  [**Mitchell.J.Alli@gmail.com**](mailto:Mitchell.J.Alli@gmail.com)  **Seeking a progressive training and development position utilizing 10 years of technical training and program management experience**  **Professional SKILLS**  Creative Thinking  Creative Designs  Building Client Rapport  Diplomacy  Diversity  Trend Analytical Skills  Program Implementation and Evaluation    **software**  Adobe Creative and Technical Intermediate Level  Adobe Photoshop  Adobe Captivate 7-Prime  Microsoft Office Suite  Expert Level  MS Word  MS Excel  MS Outlook  MS Publisher  MS Access  MS Visio  Advanced SAP/ CRM Experiences  IBM Curam 6  Typing- WPM 74  **Education**  Virginia State University, Graduation May 2017 |  | Xerox SeRVICES……………………………………………may 2015 to Present  *Senior Program Content Developer/ Training Manager*  *Nationwide Travel, USA*   * Contract content development for MTC for the Bay Area Toll Authority. * Utilize Adobe Captivate 8 and technical suite to build all transportation training initiatives for a 300 personnel operation. * Manage and develop training materials for upper management to entry level new hires. Implements system training to all end users during different stages of program implementation.   ABC FINANCIAL sERVICES………………………………June 2014 to May 2015  *Onsite Implementation Manager II*  *Nationwide Travel, USA*   * Utilize adult learning techniques during classroom software implementation of multiple software to different client sites. * Instructor led and E-Learning library of trainings using Adobe Technical and Creative Suite. Instruction was computer based showing end users how to use the system in order to be proficient in the software. * Maintain and managed training policy and procedure manuals for over 50 sites.   sTATE OF NORTH CAROLINA- nc fAST ………………April 2013 to june 2014  *Training and Development Manager*  *Raleigh, NC*   * Instructional Design and Content Development Captivate 7 and Storyboard from Adobe Creative Suite for all Department of Social Services. * Facilitated adult learning techniques for classroom computer training and web based recorded training for the State of North Carolina for software implementation of the IBM Curam Program. * This instruction was computer based showing end users how to use the system in order to be proficient in the software. * Created ground up training policy and procedures (training materials) for the help desk and social workers to define Medicaid eligibility and benefit determinations.   eXCLUSIVE SERVICES………………………… Feburary 2005 to april 2013  *Corporate Trainer*  *Richmond, VA*   * Served as a point of contact for all levels of management for various client based for software implementation of IBM Social Service software. * Developed the curriculum for system end user training materials to be utilized in computer software classrooms. * Created and designed the materials using Adobe Creative Suite (Captivate and Photoshop) and MS Office. * Maintaining and up keeping the test environment of the system providing a simulation environment of the program to complete software activities for end users. * Utilized a very detailed Learning Management System that track and reported computer classroom training with success rates and tracking additional feedback for the system to be updated from the end user. |
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