Summary

I would like to be your team’s next Sr. Instructional Designer. I will partner with your training leads to learn your HR, onboarding, technical, new technology, middle management, and leadership training goals. I would like to help you conduct a root cause analysis of learning requests, develop and deliver blended training materials that contribute to the overall success of your organizational development by measurably improving employee performance, and optimizing efficiency across all business units.

* 9 years as Instructional Designer, collaborating with agile Managers, Project Leads, Business Analysts, Training Directors, and SMEs; designing ILT, blended, and CBT training utilizing the ADDIE model. Accustomed to leading multiple projects simultaneously. Expert across a wide variety of delivery methods, analyzing and aligning complex training solutions to produce interesting, animated eLearning and ILT, along with all supporting documentation.
* Always learning new and innovative technology to find better solutions: Expert in authoring tools such as Articulate'09, Storyline, Storyline 2, Adobe Creative Suite, Captivate, various LMS like SCORM compliant SumTotal, Moodle, and Snapshots, also accustomed to working with remote clients using Camtasia, GoToMeeting, Adobe Connect, Skype, and WebEx. Proficient in all MS Office Suite and MS 365 tools, SharePoint Admin, CADD, WavePad, and Snagit.
* **MAEd in Instructional Technology** in 2009, BA in Liberal Studies with Engineering Emphasis, and NC Teacher Ed Certified, INTEL Master Teacher Certified.

Experience

**Technical Writer/Instructional Designer at Bank of America** January 2016 – June 2017

* Instructional Designer: Implementing L & D learning strategies into technical training: working with (SMEs) to create informative job-role web-based training modules, screen capture demos with Camtasia, and micro-learning, including instruction targeted to different business units using new technology platforms.
* Project Manager: Supporting technology integration projects; partnering closely with business leaders and SMEs, determining user requirements across all business units. Identifying and communicating gaps, then finding solutions that mitigate operational risk and ensure alignment and delivery of instruction-based action items.
* Coaching leadership and team members on training development strategy, process, and   
  delivery solutions
* Overseeing the delivery of targeted training within designated timeframes
* Communicating weekly status updates through project reports
* Writer and Editor: Providing accurate user documentation support; defining Corporate Treasury best practices when designing processes flows, and writing user guide procedures for each phase of development. Coordinating content releases with business team leads, developers, and UAT users to create up-to-date instructional guides and job aids for all applicable audiences.
* Administrator of SharePoint: Managing current user documentation and global training, maintaining permissions and new information as audiences, tools and features are released to production.
* Administrator of Moodle LMS: Formatting and editing content presentation, uploading training modules, permissioning users, pushing out training, and tracking completion.

**Technical Trainer / Instructional Designer at Duke Energy** February 2014 - December 2015

* Training Leader: Involved in new projects, forming strong partnerships with site personnel, subject matter experts (SMEs), engineers, and management to determine gaps and align training goals with timelines and business objectives.
* Instructional Designer: Collaborating to design a 2-year training plan with skill-based instruction and tiered assessments to train new hires, and reinforce current employee performance:
* Conducted needs analysis with SMEs and fellow trainers to analyze and document required job tasks and skill-sets. Determining necessary training to address gaps and creating reference documentation to bridge learner needs.
* Determining delivery method and designing new-knowledge, procedure-based eLearning, or ILT for maximum performance improvement and safety.
* Designing tiered electrical principles and critical thinking coursework, along with job aids, mentoring packets, and evaluations aligned to job tasks and learner goals.
* Integrating scenario-based experiences with processes and procedures in simulation environments for performance-based instruction to teach critical thinking skills, resulting in maximum growth for both current and new employees
* Implementing a Train-the-Trainer program for SMEs and a mentor-coaching program, to ensure existing employees effectively assist new employees to become proficient in skills.
* Designed tiered assessments, measuring performance effectiveness and business impact, following through with retraining and program improvements to ensure all training goals are met prior to advancement.
* LMS Training Administrator: Creating Storyline 2 e-Learning modules and uploading them to the SumTotal LMS System; generating progress reports and tracking completion of employee compliance training.
* Project Manager: Continually updating multiple project designs; developing road maps to track short and long-term instructional goals for new and ongoing training needs based on business goals.
* Prioritizing projects; meeting with directors, managers, and supervisors to arrange priorities around all stakeholders, and determine optimal learning strategies to meet training goals.
* Working with supervision to meet learner needs, tools, and assist in the design or delivery of instruction.

**Instructional Designer at SOS International, LLC** June 2010 - November 2013

* Instructional design team lead: Interviewed SMEs and trainers, analyzed audience needs, designed storyboards, and created technical e-Learning and ILT modules with accompanying user documentation and assessments.

* + Trained multiple new IDs in the process of WBT development editing and syncing using WebEx and classroom onboarding, leading a well-synchronized team, earning top customer satisfaction response.
  + Implemented style guide aligned to company standards
* Prioritized multiple deliverables and aligned resources with budget and time frames.
* Designed web based instruction that was educational and entertaining using animation, interactions, flash objects, games, scenarios, simulations, and video.
* Designed front-to-back sales spreadsheets to assist project management process and improve cost management, cutting development time by 25%.
* Initiated sales-to-product management tool for better cost estimation and analysis; clearly defining development process for smoother transitions from conception to implementation
* Instituted front-end customer SME questionnaires to gather critical information, streamlining entire projects, benchmarking against set training goals
* Excellent verbal and written skills, finding solutions to build and support working relationships,
* Problem solver: Exceptional at debugging and troubleshooting
* Strong background in Electrical Engineering and the Power Industry, abreast of new training techniques and emerging technologies

**Technology Trainer/Tech Facilitator at Queens Grant Community School** March 2005 – June 2010

* Technology Facilitator and INTEL Certified Master Trainer: Applying sound ISD principles; determining technology training needs, then teaching by grade level on operation and integration into curriculum using dynamic, hands-on methods and application, insuring mastery.
* Technical Writer: Compiled resources and wrote K-8th state mandated technology integration lessons, and 300+ pg. Technology Plan to state specifications, writing and implementing the school’s Acceptable Use Policies.
* A Team Leader: Excelling at gaining cooperation and by-in of State Technology Plan.
  + Showing teachers how to integrate lessons, supervising district-wide implementation within the schools, exceeding state requirements.
  + Orchestrating the creation of the MTAC (Media and Technology Action Committee); with teachers and administration across the state, heading up the creation and integration of Technology Plan, coordinating the Technology budget and purchases.
* Technical Problem Solver: Continually learning new technology based instruction methods and managing the operations, maintenance, troubleshooting, and repairing of all computers or networked equipment to attain 100% satisfaction.

**Assistant Civil Designer at Design Resource Group** June 2003 -  November 2004

* Assisted civil and landscape engineers using CADD software to design to City Planning Commission standards.
* Project managed multifamily and commercial sites.

Education

**East Carolina University** MAEd in Instructional Technology, 2007 - 2009

**UC Irvine** Teaching Credential, Elementary Ed. & Middle School Math, 1985 - 1986

**California State University, Fullerton** BA in Liberal Studies/Engineering Emphasis 1982 – 1985