

Personal Statement

A dedicated and enthusiastic people development specialist in performance and technology. Fully proficient in every stage of the training lifecycle, producing, designing, and delivering face-to-face and online courses and resources. Highly confident in researching a diverse range of subjects and translating this into content that is readily understood and engaging for all types of users while meeting business strategies and goals. Has extensive knowledge of a wide range of Technology-Enhanced Learning (TEL). Thrive in a busy and productive environment and team.

Skills Summary

<ul style="list-style-type: none">Finding problems and fixing them at their root cause by designing blended development content to fit different pedagogies & business strategies.	<ul style="list-style-type: none">Experience with digital design using eLearning authoring tools, photo, video, and audio editing tools (Articulate 360, Evolve Authoring, Camtasia, Audacity, Gimp, PowerPoint) and Learning management Systems (LMS).
<ul style="list-style-type: none">Ability to quickly get up-to-speed on subject matters, technologies, techniques, tools, and skills not encountered before.	<ul style="list-style-type: none">Accessibility knowledge and Assistive Technology experience in Read & Write, ZoomText, Dragon Naturally Speaking, Mindgenius, Inspiration and Jaws.
<ul style="list-style-type: none">Project management of large and complex learning contracts.	<ul style="list-style-type: none">Ability to understand and communicate complex data in verbal, written, audio and video format.

Employment

June 2018 – Present: People Development Specialist – Performance and Technology - Horwich Farrelly Limited

Working for a solicitors designing, developing and delivering high-quality blended learning programmes. Working closely with project managers and subject matter experts (SMEs) to reflect the changing needs for the company's digital learning materials and face-to-face workshops, to drive continuous improvement across the company.

- Create and develop a variety of effective digital learning using authoring, video, and audio editing tools.
- Ensuring the desired learning and development outcomes are clearly articulated in learning materials and face-to-face training while acting as an ambassador across the company, providing a high level of employee satisfaction and driving consistency.
- Building solid working relationships with Heads Off, managers, partners, SMEs, and colleagues to coordinate learning and development requirements.
- Working to make all digital contents meet business needs including accessibility requirements such as videos having closed captions and transcript documents, guides been accessible by screen readers and using appropriate colour schemes in accordance with accessibility and fitting in with company branding.

Current projects I am working on include a large technology project rolling out Microsoft 365 to the whole company and providing training and resources to support communication and collaboration using Microsoft Teams. New Case Management System (CMS) resources for newly acquired departments, License to Recruit project for our Talent Acquisition team, and Management Essentials to support managers with their teams, performance, and development.

October 2013 – March 2018: Assistant Training Manager - Aegis Outsourcing UK Ltd

Working for a global BPO (Business Process Outsourcing) UK segment, with multiple clients in sectors such as BFSI (Banking, financial services, and insurance), E Commerce, Payment Gateway Solutions, Travel and MMOG (Massive Multiplayer Online Gaming).

- To ensure learning requirements across multiple clients are identified and suitable learning interventions are found, delivered on time, to budget and provide regular reports on success of project and value measures.

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- Ensuring learning design and sign-off procedures are followed including but not limited to training sheets, storyboards, and scripts for eLearning.
- Design and delivery in subject matters such as client onboarding, compliance and regulations, customer service and other soft skills, management development, system/software training and business processes.
- Train the trainer, coaching and observations to help improve the training team and managing the training department closely with the Head of Learning and Development.
- Enhances productivity and quality of work while provides and designs resources to support workplace performance, continuous professional development, and career progression.
- **Achievements:** Successfully acting as a business partner coordinating, designing, developing, implementing and evaluating several different industry client contracts while achieving all goals and deadlines, carrying out regular reviews to update and maintain all learning activities and materials.

January 2012 - December 2012: Customer Trainer - Sage (UK) Ltd Small Business Division

- Classrooms software training for Sage customers on several different Sage software packages.
- **Achievements:** Carried out continuous learning of new Sage software and subject matters to quickly meet the needs of the busy training schedule and customers.

June 2007 - October 2011: Assistive Technology Senior Trainer for the North - Iansyst Ltd

- Training & supporting clients in the education or the workplace to use assistive technology to help with their studies or work on PC and Mac operating systems.
- **Achievements:** Recognised for dedication, hard work and knowledge of subject matter leading to promotion, Senior assistive technology trainer within the space of 6 months of working for Iansyst.

Education

- **MA**, Museum and Heritage Exhibition Design - University of Salford
- **1st BA Hons**, Business Management and Information Technology - University of Hull
- **HND**, Design & Crafts in the Entertainment Industry - Cleveland College of Art and Design
- **GNVQ** Level 3, General Art and Design - Yorkshire Coast College

Professional Qualifications and Membership

- **edX certificate** Introduction to Web Accessibility
- **FLPI** Fellow of Learning and Performance Institute 2018
- **C&G 7303 - Level 4**, Award in Preparing to Teach in the Lifelong Learning Sector (**PTLLS**)
- **NVQ - Level 3**, Management
- **NVQ - Level 2**, Retail

Hobbies & Interests

- **2005 – 2017: Volunteer for Manchester Museum**, working closely with the archery curator in handling the collection, photographing, storing, and cataloguing on the museums database KE-EMU.
- 4th Pan in Tai Chi Chung
- Enjoy going to the cinema (own front room) to watch a good fantasy, sci-fi, action film.
- Attempting to grow vegetables and flowers in my garden.