

Sonja Watson

Excelsior, Minnesota, United States



sonarie1980@gmail.com



[linkedin.com/in/sonjaliveoak](https://www.linkedin.com/in/sonjaliveoak)

Summary

We are the world's fastest digital manufacturing source for rapid prototypes and on-demand production parts. Our automated quoting and manufacturing systems allow us to produce commercial-grade plastic, metal, and liquid silicone rubber parts within days. The result? A manufacturing partner that helps you accelerate speed to market and strategically manage demand volatility across the entire product life cycle.

Experience



Instructional Design Specialist

Protolabs

Aug 2019 - Present (2 years 6 months +)

Coordinate the development and revision of training content, which includes conducting needs analysis, determining appropriate medium, coordinating pilots and subsequent revisions, and coordinating rollouts and evaluation for programs. Working closely with internal departments and external vendors to plan, design and develop training solutions, documentation and support materials.

- Maintain, revise, update, write, and distribute training content & materials.
- Develop a working knowledge of the business, understanding of subject matter, and impact on audience for course content development.
- Develop and manage a process for timely revisions of all training materials and programs.
- Work with external vendors to coordinate software needed to execute instructional design.
- Work with internal departments to offer training support to rollouts and initiatives.
- Collaborate with internal teams and Subject Matter Experts to develop, design, and write training programs and materials as needed.



Driver

Uber

Oct 2015 - Feb 2020 (4 years 5 months)

- Pick up passengers in response to app on cell phone.
- Drive to transport passengers for fee
- Use GPS system to find pick up and drop off locations
- Use communication skills to provide joyful ride for passengers



Manufacturing Training Specialist

Protolabs

Jun 2015 - Aug 2019 (4 years 3 months)

Responsible for developing and administering training materials and instruction materials for operations employees and department trainers. Work with department trainers, area managers and shift supervisors to deliver, coordinate, certify, and document training for employees.

- Conduct classroom style training session for all operations personnel, in various production functions.
- Identify and convert traditional classroom-style training topics into eLearning modules.

- Work with technical leads and managers to create effective user-focused work instructions, and other training materials as needed to support manufacturing training efforts.
- Produce training materials for in-house courses as appropriate. Amend and revise materials as necessary, in order to adapt to changes that occur in the functional areas.
- Coordinate and maintain training materials as a result of process or work instruction updates.
- Establish consistent documentation practices across operations
- Ensure that each area has work instructions and training materials completed, and they are reviewed and updated periodically, as needed.
- Identify and assess training needs of operations staff by conferring with managers and supervisors
- Coordinate, schedule and conduct technical training for new hires and current employees in the operations areas.
- Organize the training, including: review the list of participants, distribution of materials and training, monitor trainee in training, support OJT trainers in training.
- Contact with line managers/supervisors to build up schedule for training materials
- Helping line managers and OJT trainers to solve specific training problems, either on a one-to-one basis or in groups
- Coordinate with department OJT trainers to ensure that proper training is occurring and is being recorded appropriately.



Manufacturing Documentation Specialist

Protolabs

Jun 2013 - Jun 2015 (2 years 1 month)

Primary Duties and Responsibilities:

- Monitor and adjust production processes or equipment for quality and productivity.
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to written processes and/or training documents
- Use relevant information and individual judgment to determine whether events or processes comply with Proto Labs and/or department standards.
- Working with Engineers, technical leads, and managers, create and maintain Work Instructions and other training materials as needed to support training efforts.
- Provide Technical content in support of training efforts
- Define process requirements to implement technical changes.
- Audit employees/work instructions on a regular basis to ensure compliance with current process and safety procedures.
- Conduct and coordinate internal audits in support of ISO-9001 activities.



Manufacturing Process Technician

Protolabs

Jan 2010 - Jun 2013 (3 years 6 months)

Primary Duties and Responsibilities:

- "Close the loop" on problems experienced by customers-investigate root causes and identify trends, find deficiencies in work instructions, processes, training, and communications; make recommendations on changes as necessary.
- Provide the primary interface between Customer Service Engineering and manufacturing. Translate higher-level CSE requirements into specific instructions for the manufacturing department.
- Asses the quality of output from molding operations and make on-the-spot descisions regarding acceptability of product.

- Make decisions and solve problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Conduct and coordinate internal audits in support of ISO-9001 activities.
- Perform statistical analysis of quality issues, Design of Experiments, and other advanced tools to assess process quality and illuminate required changes.
- Provide advice or training to other technicians.
- Troubleshoot problems with equipment, devices, or products.
- Assist engineers in developing, building, or testing prototypes or new products, processes, or procedures.
- Develop and Adjust floor plans in AutoCad as needed



Technical Advisor

Protolabs

Jun 2009 - Jan 2010 (8 months)

Primary Duties and Responsibilities:

- Answer the most technical or complex questions from customers.
- Research quality, technical, process, or material applications issues and work cross-departmentally to address issues.
- Follow up on quotes with the intent to explain Protomold's proprietary process to customers as well as suggest ways customers can redesign their part to fit the Protomold process.
- Support quoting process for complex or potentially challenging parts.
- Provide telephone support to customers for resin, moldability and part design issues
- Work with production staff to analyze part or mold problems and determine solutions.
- Contribute to continuous improvement activities as required.
- Perform quality control inspections of manufactured parts on an occasional basis.



CNC Milling Operator

Protolabs

Jan 2009 - Jun 2009 (6 months)

- Load stock into machining centers & process jobs as scheduled on the intranet database.
- Load machined molds into EDM equipment & process jobs as scheduled on the intranet database.
- Load required tools into machining centers.
- Use plate beveller to remove sharp edges from aluminum plates.
- Insert cutting tools into tool holders; ensure accuracy of tool assembly by inspecting fit & run out.
- Inspect condition of cutting tools, disposition worn or defective tools.
- Destroy obsolete molds.
- Clean & maintain machining centers; empty chip bins, clean out chip debris, replenish coolant, & add lubricant.
- Clean & maintain the EDM machines (filter inspection & replacement, inspect & replenish di-electric fluid levels as needed).
- Provide feedback regarding machining issues to designers & management.
- Inspect machined components for accuracy. Provide feedback to R&D on tool breakage & machining issues.
- Enter operational data regarding milling & EDM status of molds into database.
- Operate power tools such as band saws & manual mills.
- Setup milling machine (part probe, tool probe).



Lead Build Technician

Protolabs

Aug 2005 - Jun 2009 (3 years 11 months)

- The go-to person for technical problems.
- Observes technical performance of the area employees and provides on the spot guidance.
- Takes immediate action to correct safety issues.
- Alerts shift supervisor of potential discipline issues.
- May assign work direction and priorities consistent with manufacturing management.
- Makes recommendations for process improvements.
- Provides input to the supervisor for employee reviews.
- Traveled to the facility in Japan to train build technicians.



Build Technician

Protolabs

Sep 2004 - Jun 2009 (4 years 10 months)

Primary Duties and Responsibilities:

- Basic injection mold preparation skills, for example: de-burring mold halves and ejector plates, drilling and tapping holes, grinding sprue pullers, cutting guide pins, cutting ejector pins, drilling tunnel and post gates
- Mold assembly
- Basic mold polishing skills – bringing surfaces to SPI C1-A2 finish levels
- Intermediate mold preparation skills, for example: contouring ejector pins, fly-cutting backs of molds (typically B-side), venting ejector pins, adding parting line vents, making Z pullers and keys, fitting and assembling cams, installing repair plugs
- Advanced mold preparation skills, for example: calibrating pin cutter, manually adding support pillars, adding stationary B-side pins, adding ejector pins, add A-side vent pins, adding steel core pins
- Continually seek to improve work processes and individual performance.

Education



University of Minnesota

Bootcamp Certificate

Dec 2021 - Jun 2022

Full Stack Web Development Skills; Including:

- Computer Science applied to JavaScript
- Browser Based Technologies
- Deployment
- Databases
- Node.js
- Quality Assurance
- Agile Development



University of St. Francis

Bachelor's Degree, HR Management

2015 - 2020



Oregon State University

E-Learning Instructional Design and Development Certificate

2018 - 2019

- Designing Effective E-Learning
- Exploring E-Learning Tools
- Developing and Implementing E-Learning
- E-Learning Assessment and Evaluation
- E-Learning Practicum



University of Minnesota

Professional Train-the-Trainer Certificate, Workforce Development and Training

2016 - Present

- Assess Training Needs
- Design and Develop Training Solutions
- Deliver High Impact Presentations
- Measure Training Results
- The Internal Consultant



Regency Beauty Institute – Ridgedale

Cosmetology License, Cosmetology/Cosmetologist, General

2014 - 2016



Psychological Associates

Certificate, Q4 - Leadership Through People Skills

2013 - Present



Hennepin Technical College

Associate's degree, Manufacturing Engineering Technology

2010 - 2012

Licenses & Certifications



Adobe Captivate Specialist (2019 release) - Adobe

CREDLY-21644219

Skills

Injection Molding • Plastics • Manufacturing • CNC manufacturing • Solidworks • Process Improvement • Product Development • Aluminum • Materials • CAD