Tonia W. Howell

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**Cybermedia Technologies (CTEC)**Remote, December 2020 – February 2022

**Senior Instructional Systems Designer**

Supported the Defense Acquisitions University (DAU) Learning Science Application Center to create training materials and products. Built solid partnerships with stakeholders and DAU’s SMEs on the Government Furnished Information (GFIs) for greater understanding of learning needs before the development process. Co-wrote the recommendation document with the project manager to get a sign-off agreement on strategic design concepts. Led the design and development team and delivered C-Level, high-quality online learning assets. Performed confluence administrative role for two major projects. Project managed the storyline and delivery of recording sessions from military personnel of stories and events from deployment experiences, called Voice of Experience (VOE). The VOE recordings help build the storyboards into graphic panel novel training assets. Developed asynchronous and synchronous learning products. Coached and mentored ISDs on instructional design methodologies and DAU’s best practices. Partnered with internal programmers to design visual proof of concept assets in DART/Composica, Articulate, Blackboard, Captivate, and HTML-based applications.

**International Paper**, Memphis, TN; June 2019 – June 2020

**Enterprise Learning System Analyst**

Developed training documentation for the LCMS Premier and MyLearning systems. Mastered the Learning Development system to assist in trouble shooting events for end users. Acted as the confluence administrative role and partnered with Human Resources IT to upgrade internal systems and participated in testing scripts and documenting new release and enhancement information. Developed C-Level training materials for internal employees as well as trained a global community of developers on the authoring tools to create eLearning material. Partnered with HR regarding Global Talent and Diversity and Inclusion initiatives.

**Enclara Pharmacia,**Memphis, TN; October 2018 – April 2019

**Instructional Designer**

Developed HR training onboarding process using ADDIE model. Partnered with Pharmacists, Technician Specialists, and Trainers to build training for the call center. Created an internal Pharmacist Technician Certification Board (PTCB) training program for sponsored candidates to prepare for the certification exam. Researched and outlined a C-Level training program to support the company’s efforts to certify employees and build morale to retain talent in the organization.

**FedEx World Tech Center**, Memphis, TN; January 2018 – September 2018

**Technical Writer**

Used Adobe Photoshop to develop visuals that explained basic control design, which reinforced learning concepts and solutions. Partnered with Quality Analysts to gather and validate the test plans and test cases for the documentation process. Quickly learned how to navigate the Archer 6.5 software, an upgraded system to test and perform various job tasks to accurately update and revise technical training user guides and job aids. Created and published release enhancement notes of current system updates and revisions.

**Customize Training Solutions,**Memphis, TNDecember 2016 – January 2018

**Instructional Designer, Consultant**

Analyzed, designed, and developed new training curriculums, participant guides, job aids, and complex assessments. Developed blended learning solutions using Adobe Captivate/PageMaker/Photoshop, Articulate Storyline, Quiz maker, and SnagIt.

**FedEx Global Securities,**Memphis, TN; March 2016 – November 2016

**Instructional Designer, Consultant**

As a change agent, communicated how the implementation of the new software would impact employees. Created communications, meetings, conference calls with updates of implementation stages and training dates. Designed and documented C-Level training materials for the software system, eSIMS. Developed training using the Agile Scrum methodology. Partnered with the IT team to test user stories. Created user stories to document the process steps for leader guides, user guides, reference guides, video simulations, quick start guides, and job aids. Partnered with Lead Investigators and SMEs to develop storyboards for eLearning modules. Developed knowledge check quizzes for LMS. Wrote and published release notes in Adobe PageMaker to help create new system enhancements for global users. Facilitated T3 instructor-led and online seminar training sessions to international security end-users from Europe and Asia. Provided coaching to T3 Trainers. Facilitated instructor-led classroom and online seminar training sessions for Global Securities’ IT team. Managed a repository of IT’s training materials on SharePoint.

**Cornerstone-Systems,**Memphis TN; July 2015 – March 2016

**Instructional Designer**

Partnered with HR as a change agent to communicate and implement new software training. Created job SOPs to identify those affected by the implementation of the new software. Documented development stages to introduce the software and created regularly scheduled open forums for Q & A to communicate project updates. Documented job-related system task processes in an enterprise-wide Intermodal Transportation Management System (TMS) for internal employees and carriers. Tested system processes with the IT team. Developed video simulations, job aids, user guides, and workbooks along with an eLearning curriculum within the framework of existing SOPs. Managed and performed confluence administrative duties of an online repository of company-wide C-Level training materials. Facilitated training to TN01, TN02, Operations, AR, and AP departments. Used Camtasia software to create video simulations. Validated content with SMEs and performed voiceovers for training videos.

**Nike, Inc.,**Memphis TN; July 2014 – April 1015

**Instructional Designer, Consultant**

Partnered with Process Specialists during the assessment stage to gather the workflow processes within the district center. Designed FastTrack video simulations, PPTs, user guides, leader guides, and job aids for DC3 operational projects. Wrote video scripts, storyboards, and performed voiceovers for eLearning training. Recorded Sales online seminar training. Developed more fluent and efficient process steps for DC3 Team employees. Performed Quality Checks with SMEs and employees to ensure steps were in accordance with actual work in the DC area. Performed final reviews of the team’s work by editing and validating content. Managed the training repository via SharePoint of all assigned training modules and supporting documentation relative to updates and content changes to the material. Used Articulate Storyline and Adobe Captivate/PageMaker authoring tools.

**First Data,** Memphis TN; July 2009 – July 2014

**Sr Training Specialist/Project Manager**

Managed the planning and implementation of training and organizational development initiatives for Prepaid Financial Operations. Designed the layout and functionality of the external merchant website. Supported four remote Implementation and Sales teams in the final stage to launch the prepaid financial product by facilitating on-site to deliver the CMS training. Served as project manager in leading cross-functional teams to implement and deliver the Top 5 training initiatives for 2014, including implementing a new LMS, an external website, Prepaid newsletter, SharePoint repository, and company-wide training program.

Wrote asynchronous/synchronous storyboards and facilitated corporate video training to customers on the Card Management System (CMS).

**Accomplishments:**

• Assessed the Implementation department’s need and built a training site to submit training requests. The site tracked training sessions and functioned as a repository to store all training materials. Reduced the errors of training request submissions and improved access to client data regarding training requirements. Streamlined department area function efficiencies.

• Designed external client website for Prepaid Operations

• Developed Card Management System (CMS) LMS platform for cross-functional teams for Prepaid operations.

**Awards:**

· Five Bravo Applaud Awards**:**Recognized by peers 2009 - 2013

· Bravo Spotlight Award: Successfully Developed CMS 2.0 eLearning Program 2014

**Fred’s Inc.;** Memphis TN; February 2008 - August 2008

**Training Manager**

Led cross-functional team to drive the development of the Career Development curriculum for Buyers. Developed streamlined processes that reduced operational expenses for the business.

**Accomplishments:**

• Developed a successful Buyer’s training program emphasizing negotiations and policy/procedure laws with vendors.

• Reduced poor-quality contracts and relations with vendors.

**Authoring Tools Certificates and Certifications**

Adobe PageMaker

Adobe Photoshop

Adobe Captivate 8

Articulate Storyline and Rise

Camtasia

FastTrack

Microsoft Suite

SnagIt

Development Dimensions International (DDI) (Change Agent)

Langevin

PMP Certificate

Communispond (Executive Presentation Coaching)

**Education/Professional Organizations**

B.A. English Literature, LeMoyne-Owen College

ATD

The E-Learning Network