

Project Manager IT- Part-time Project Manager IT- Part-time Project Manager IT- Part-time -  
STESSA IT Solutions, LLC Zephyrhills, FL Experienced and innovative Education Consultant, in the  
areas of: ? Technical Writer - Bilingual- English/Spanish ? e-Learning design and development ?  
ILT/vILT course/curriculum development ? LMS planning, integration, and administration ?  
Mobile-Learning ? UX Design ? Agile Project Management ? Other skills: Working knowledge:  
CRA course (GMP, GCP, FDA, and ICH) clinical drug trials Health Care Tech (USCG) and Case  
Manager (Workers Comp) Sysadmin Unix and Technical Trainer/ Writer (Enterprise Level- SAIC,  
GDGS ) Tools: Documentation Development: Adobe Acrobat Professional, MS Word Doc, Google  
Productivity Suite, Adobe FrameMaker, MS Publisher, Visio, Power Point Content Management:  
Drupal, WordPress, GitHub/Lab, SharePoint, Google Team Drives Web: HTML5, CSS3, JavaScript,  
XML eLearning: Storyline3, Captivate, Lectora LMS: Canvas, LearnUpon, Dokeos, Docebo,  
Moodle, BlackBoard, Cornerstone Multi-Media: Photoshop, Camtasia 2019, Premiere, Audacity,  
Adobe Illustrator, SnagIt CRM: Salesforce, HubSpot, V-Tiger Section 508 (ADA) Video  
Conference: Skype, GoToMeeting, Zoom Work Experience Project Manager IT- Part-time STESSA  
IT Solutions, LLC - Kent, WA May 2017 to Present Overseeing continued maintenance and  
improvements of custom sports analytics "business solution" my team designed and developed ?  
Technical writing: project reports, illustrations, and proposals ? AWS user management ? STESSA  
It Solutions is my personal consulting firm we specialize in "Business Solutions"; established in 2009  
Genesis 10 Contractor GCP - Kirkland, WA January 2019 to March 2019 Instructional Designer III ?  
Google Cloud Products Engineering Support Infrastructure Team ? Curriculum and course updates  
for Technical Support Engineers and Representatives ? Collaboration with Global contributors and  
vendors ? Front End Analysis of GCP affiliated global vendors and full-time employees ? Steering  
new approaches for organizing team collaboration and sharing, such as a team drive Education  
Manager Student Conservation Association - Seattle, WA August 2018 to January 2019 E-Learning  
design and development- Storyline 3 and Camtasia 2018 ? LMS management (Learn-Upon) and  
implementations with Salesforce ? Project Management ? Technical writing processes ?  
Salesforce Administrator ? Identified areas for organization-wide improvement and proposed plan

with strategic solutions for future training endeavors and supporting systems (Learning and Performance Ecosystem) Project Consultant- Remote Cisco - Alpharetta, GA January 2017 to May 2017 Short term ? Provided direction with the use of Xyleme LCMS (XML) ? QA and technical writing augmentation of Stealthwatch course manuals ? Produced and organized learning object content library for Stealthwatch courses Instructional Designer/ PM / e-Learning Developer ATAVUS - Seattle, WA August 2015 to March 2016 Design and development of e-Learning courses for Football Tackle System, to include curriculum-Storyline 2 ? Provide feedback regarding newer trends in eLearning ? PM for LMS implementation and customization ? Technical writing ? Organized client focus groups for user-centric approach ? Produced and edited custom course sports videos and photo-shoots- Camtasia Studio 9 Instructional Designer/ e-Learning Developer Xerox - Seattle, WA May 2015 to August 2015 Design and development of eLearning courses for Boeing Joint Programs and Environmental, Health, & Safety division- Storyline 2 ? Provide feedback regarding newer trends in eLearning (2.0 and 3.0) ? Successful with design and development of Safety related modules. Received various accolades from clients, and Boeing (Boeing Recognition Program Certificate) ? Produced and edited custom course safety videos and photo-shoots- Camtasia Studio 9 Technical Writer / Instructional Designer/ - Contractor Fulcrum - Seattle, WA August 2014 to November 2014 Re-design and development of eLearning courses CATS Mobility ? Designed and developed a technical quick reference guide (QRG) for CATS mobility ? Provide feedback regarding newer trends in eLearning (2.0 and 3.0) ? Technical writing redesign of QRG received approval with first prototype from Verizon Senior Technical Writer, Engineering- Contractor EMC-Isilon - Seattle, WA April 2014 to August 2014 Need Analysis ? Re-design of eLearning courses ? Organized target audience focus group ? Provide feedback regarding newer trends in eLearning (2.0 and 3.0) ? Created a demo with Captivate 8, to demonstrate usability-mobile learning E-Learning Designer and Developer Contractor BCBSSC - Columbia, SC August 2013 to October 2013 Front end Analysis ? Design and development of e-Learning modules ? Created business case based on human performance analysis results ? Created a business strategy to help the e-Learning Department work towards branding Instructional

Designer Contractor Florida Virtual Schools - Orlando, FL May 2013 to June 2013 Performing course content QA audits, with recommendations ? Technical writing ? Implementing corrections of courses using various collaborative tools ? Developing courses using HTML/XML custom framework Instructional Designer Contractor LearnSmart Now - Tampa, FL March 2013 to April 2013 Designed and developed the curriculum for two instructor lead courses for a new complex system to be implemented by the ATF ? Train the Trainer ? Design and developed Technical Manuals ? Course satisfaction survey proved both courses to be successful PRN position, Computer Based Training Specialist Suncoast Solutions - Clearwater, FL October 2012 to March 2013 Design and development of CBT's to demonstrate functionality of Solutions EMR ? Providing feedback for future e-learning initiatives Instructional Designer / PM University of South Florida, College of Nursing - Tampa, FL January 2010 to July 2012 Primary duty: Special multimedia projects advanced presentations, and design/development in Second Life (3D VR). Researcher project. Post-development duties included implementing/administration Moodle-LMS, managing permission and accounts of users, and statistics collection. ? Created and edited movies with Camtasia Studio 8 ? Wrote project proposals ? Besides the building and development in 3D, instructional design elements where implemented to insure knowledge transfer in this medium ? Participated in the migration from Blackboard to Canvas as a tester ? Development of CMS Drupal sites, and undergrad/grad course development (22 modules), as well as eLearning modules ? Articulate Studio 9 Education Master's in Education in Curriculum and Instruction, and Instructional Technology University of South Florida - Tampa, FL Bachelor's in Science in Health Care Management University of Phoenix Online - Phoenix, AZ Skills budget, Customer Service, Outlook, Word, Microsoft Project, e-Learning Design and Development (10+ years), LMS implementation and administration (10+ years), Addie, Captivate, HTML, Instructional Design, Articulate, Instruction, Storyline Links <http://lissamangini.work> Military Service Branch: USCG Service Country: United States Rank: E6 promotable to E7 May 1978 to June 1998 13 years as an Health Services Technician / Paramedic 7 years Intelligence Specialist Telecommunications Assessments CRM Skills with Salesforce Expert April 2019 Measures a candidate's ability to demonstrate a knowledge

of Salesforce objects, fields, and processes. Full results:  
[https://share.indeedassessments.com/share\\_assignment/kd-bs597el1pkrml](https://share.indeedassessments.com/share_assignment/kd-bs597el1pkrml) Supervisory Skills:  
Directing Others Highly Proficient April 2019 Measures a candidate's ability to motivate the  
performance of others through feedback to identify improvements or corrective actions. Full results:  
[https://share.indeedassessments.com/share\\_assignment/gw0r6bf5tfxluipc](https://share.indeedassessments.com/share_assignment/gw0r6bf5tfxluipc) Indeed Assessments  
provides skills tests that are not indicative of a license or certification, or continued development in  
any professional field.

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