| *Essential Functions:* | *Transferable Skills:* |
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| Serve as primary training documentation content developer for our internal and external customer needs at both a business and technical level (non-developer). | Wrote, developed and implemented over 100 dynamic, high impact training courses. |
| Produce training documentation for our clients based on their specific software design utilizing the organizations base training materials and working with the implementation teams and clients to meet their training needs. | Worked with the developers and programmers of a customized Advertising software that ran competitive result reports and risk analysis. Created customized documentation for the program and delivered customized training to in-house Advertisers. |
| Ensure that all training materials are accurate and reflects current product features, functionality and capabilities working closely with company stakeholders | Rewriting and updating training materials for Continuing Education courses upon software upgrades. Replace outdated screenshots with SnagIt, recreate online training videos using Camtasia. |
| Work directly with business and technical subject matter experts to capture course-specific knowledge. | Worked as a liaison between the Programmers and Employees to help translate technical terms to employees and translate layman’s terms to Programmers. Gifted in taking difficult technical concepts and relaying in a prose or way that’s more easily understood. |
| Prepare training programs, lesson plans and training materials. | Responsible for comprehensive training program throughout international law firm. |
| Assist with the development of course deliverables to include storyboards, prototypes, and instructor-led and participant materials. | Author for one of the largest online training companies. Working as a team to produce the course encompasses working together with motion-graphics department, developers, producers, directors and artists. |
| Facilitate and deliver internal training and external training to both business and technical level resources (non-developer) on all of the organizations products. | Teach many diversified audience segments – from train-the-trainer or one-on-one classes to demo style courses with 75+ people per class. |