**Dany Garcia**

**Senior Technology Trainer/Technical Writer**

571.230.8805 | danywgarcia@gmail.com | LinkedIn: www.linkedin.com/in/dany-garcia-821935a

# OBJECTIVES

To utilize Instructional Design models to evaluate training needs to develop learning and development programs.

# QUALIFICATION HIGHLIGHTS

More than 21 years’ experience as a Senior Trainer, Technical Writer, Business Analyst, and Instructional Designer.

# TECHNICAL SKILLS

* Windows/Mac OS • O365 • MySQL/HTML/CSS • Teams/Zoom • Captivate/Camtasia • ServiceNow/Remedy

# PROFESSIONAL EXPERIENCE

**Consumer Financial Protection Bureau, Washington, DC**  **June 2023 – Present**

**Senior Technical Writer AAC Inc**

* Manage ServiceNow knowledgebase repository, containing, but not limited to: SOP, Work Instructions, User Guides, and Training materials with set writing standards, style guidelines, and that business practices are met.
* Analyze and implement standardization for all knowledgebase articles according to the Bureau’s requirements.
* Meet with subject-matter experts to ensure specialized topics are appropriately documented and accurate.
* Review and proofread all KB articles for publication according to CFPB workflow process.

**Department of State, Washington, DC October 2022 – Present**

**Senior Technical Trainer/Writer/Instructional Designer Pace, Inc**

* Defined and documented learning objectives by conducting research and collaborating with subject matter experts.
* Analyzed courses to ensure they meet or exceed agency standards; recommended changes to existing courses, including technology or instructional methods, to better adhere to delivery options for the course
* Redesigned existing courses and curriculums for online presentation that are conducive to distance learning programs while still adhering to academic goals of the institution.

**Fairfax County Health Department IT, Fairfax, VA October 2021 – October 2022**

**Senior Technology Trainer/Technical Writer PowerSolv**

* Prepared technical and operational documents including systems, processes, workflow descriptions, and diagrams.
* Reviewed and collected available technical information as a basis for documentation to support various projects.
* Translated technical information into clear readable documents to be used by technical and non-technical end users.
* Developed and maintained training documentation such as user guides, job aids, QRGs, and change communications.

**Global Tel-Link Corporation, Reston, VA June 2021 – October 2021**

**Project Analyst Oxford Solutions Inc.**

* Multitasked project deliverables from conception through completion with a granular focus on project performance to include availability and allocation of resources (internal, vendors, etc.), ensuring all project objectives are met.
* Documented project status, benchmarks, and recommendation updates through managed relationships with all GTL clients/stakeholders using project plans, change management communication, and status reporting.

**National Institutes of Health, Bethesda, MD November 2020 – July 2021**

**Instruction Designer / Training Consultant ProSource 360**

* Recorded business procedure documentation through collaboration with business owners and Subject Matter Experts
* Analyzed and captured application process through testing and mapping.
* Lead change management effort to communicate impact and scope of training project within NIH expectations.
* Created training materials to include user guides, quick reference guides, presentation decks, and training exercises.
* Designed and developed courses for proprietary transaction-based applications for delivery in multiple mediums.
* Managed training session schedules, registrations, attendance, reporting and feedback for metrics analysis.

**Washington Metropolitan Area Transit Administration, Washington, DC January 2019 – July 2020**

**Instruction Designer / Senior Technical Trainer PowerSolv**

* Collaborated with developers and business analysts to document transaction processing application processes and interfaces with other applications for 8,000 end-users.
* Conducted training needs analysis through meetings with business owners to gather requirements and design approaches for training solutions.
* Participated in Change Management processes to effectively communicate changes to business rules and procedures.
* Developed materials to include user guides, quick reference guides, web-based training with Articulate360/StoryLine, in SCORM compliance for LMS uploading and maintenance for CBT and instructor-led training.

**U.S. Commodity Futures Trading Commission, Washington, DC October 2018 – January 2019**

**Technical Trainer/Subject Matter Expert GDIT/SC3**

* Captured task flow processes to evaluate course usability to enhance solutions using a recognized instructional systems design method to develop instructional/design plan, storyboards, and e-learning products.
* Reviewed metrics to identify performance gaps to proactively help users by developing course materials for service desk technicians and agency end-users by conducting formal trainings, workshops, and deskside support.
* Designed and delivered custom training courses, instructional user guides, supplemental training materials such as quick reference guides, Web-based Training, and other training content including hands-on exercises and training documentation, as necessitated by new software/hardware needs as well as user feedback and configuration changes.

**District of Columbia Public Schools, Washington, DC May 2014 – May 2018**

**Subject Matter Expert/Senior Technical Trainer/Systems Configuration VTech Solutions**

* Authored trainer scripts, user/student manuals, quick reference guides, troubleshooting documents, and delivered technical training through desk side, classroom, and virtual formats for small and large groups to complete training.
* Oversaw training schedules, registrations, course content, reporting and completion of technical training programs and ensured quality across a wide variety of business unit programs in compliance with DCPS policies and procedures.
* Conducted detailed needs assessments to adapt instructional content for different levels of learners through survey feedback, in-field visits, and meetings with end-users, SMEs, and business owners within compliance of Canvas LMS.
* Organized on-boarding curriculum and delivered training for new hire district trainers and help desk personnel with particular emphasis on routine job functions as well as an overview of the team’s policies and procedures
* Served as Tier 3 technical supervisor to internal & external parties (e.g. database administrators, report developers, end users, Tier 2 support personnel, SIS trainers, business owners) by administering escalations to appropriate personnel through strong analytical problem resolution skills and documenting issues in Quickbase and DSAM
* Managed deliverables for change management communications, support implementation, sponsor roadmap, stakeholder management, engagement, coaching/training plan, resistance management plan, sustainment plan
* Performed system and custom configurations for assigned change release items in the DCPS Student Information System (Aspen SIS) by developing self-service tools, reports to enable district and school level personnel to receive requested data, and resolved data anomalies in support of the District’s instructional initiatives through documented change requests within DCPS policies and procedures to support the Chancellor’s mission.
* Served as team lead on projects for solutions configurations; assured projects were completed according to District standards and business owner expectation and timeline; plan, coordinate, monitor project activities; report on project status and progress as required and cross-pollinate knowledge transfer with Tier 2 Aspen support personnel.
* Evaluated high-level support in accordance with all applicable SIS procedures, district policies/procedures, state regulations, and legal requirements.

**Federal Aviation Administration, Arlington, VA September 2008 – May 2013**

**Subject Matter Expert TetraTech-AMT**

* Administered Tier III technical/application support to customers/technicians for a 24/7 customer service center.
* Subject Matter Expert on governing FAA, ATO and DOT security regulations, procedures and techniques
* Delivered onboard training of help desk technicians including development, delivery, and quality control of materials.
* Documented all tasks performed per incident for knowledge base reference in Heat/Remedy

**Emerging Scholars Program, Oakton, VA June 2007 – December 2008**

**Technology Program Instructor**

* Assessed technology needs through developing, revising and adapting materials and methods for various cohorts.
* Updated technology plan that aligns with participant capabilities due to limited resources, knowledge, and exposure.

**Flint Hill School, Oakton, VA August 2007 – July 2008 Technology Coordinator/Instructor**

* Assessed needs, and created training materials to support use of technology resources for deskside and group training
* Collaborated with classroom staff to integrate technology instruction to support approved curriculum

**Office of Partnerships, Fairfax, VA April 2007 – June 2007\* April 2003 – July 2005 Information Technology Instructor II**

* Produced original and creative documents, assessments, and curriculum covering various technology content
* Trained and supervised work-study staff, delegated tasks and recorded timekeeping and schedules

**Office of Partnerships, Fairfax, VA August 2001 – July 2002**

**Work Study Student/Assistant**

* Assisted Site Director in daily tasks to include document attendance, classroom instruction, and community events.
* Trained participants on acceptable computer use through curriculum, training, projects, and assignments.

# EDUCATION

**George Mason University, Fairfax, VA 2008**

* BS Administration of Justice

# LANGUAGES

* Spanish (Speak, Read & Write Expert level)