Ed Ramirez

Austin, TX | 512.751.9419 | edramirez512@gmail.com

I'm Ed, and I am seeking a permanent, fully remote position working as a Web Developer.

Experience

TRAINING OPERATIONS SPECIALIST, APPLE INC, AUSTIN, TEXAS – 2018-2019

- Create world-wide, instructor-led offerings in Saba LMS

- Update, create, or decommission curricula as needed

- Create exams and quizzes; update exam / quiz settings

- Test curricula/courses, and provide feedback to content owners

- Convert content to new folder structure in Cornerstone (ACM conversion)

- Update TOS internal and external processes in Gather as needed

TRAINING OPERATIONS ANALYST, APPLE INC, AUSTIN, TEXAS – 2017-2018

- Create courses, offerings, training classes, curricula, and learning paths in Saba LMS

- Create or edit Prescriptive Rules and Audience Types

- Assign and un-assign training as needed

- Conduct assignment testing in Saba LMS Production and Test environments

- Advanced troubleshooting and problem solving of Espresso tickets

- Escalate urgent issues to engineering via CentralStation incidents

- Create Gather training pages documenting TOA procedures

APPLECARE TRAINING DEVELOPER, APPLE INC, AUSTIN, TEXAS – 2016

- Created classroom, virtual classroom, and self-guided training to support call center Advisors

- Applied knowledge and understanding of adult learning theory and instructional design methodologies

- Utilized web authoring experience and strong knowledge of HTML to create and update online content

- Translated semi-technical information into language that is easy to understand

TIER 2 ADVISOR, ACPR, APPLE INC, AUSTIN, TEXAS – 2011 - PRESENT

APPLE IAPPS, CPU, IOS ADVISOR, APPLE INC., AUSTIN, TEXAS – 2008-2011

EVENING SUPERVISOR, RICHLAND COLLEGE, DALLAS, TEXAS – 2006-2008

Education

Undergrad - Richland College - Dallas, TX

Skills

- Fluency with Saba Learning Management System (LMS)

- Experience with AppleLearn Content Manager (ACM)

- Fluency with Espresso Client

- Familiarity with Digital Assets Management (DAM) tools

- Experience working under tight deadlines with the ability to deliver quality work

- Ability to quickly and effectively shifts gears to meet changing business requirements