**John D. Keenan**

idbyjohn@gmail.com • (612) 286-4340 • instructionaldesignbyjohn.com

**Featured Skills and Abilities**

• Effective communicator • Adult learning implementation • Applied behavioral intervention

• Demonstrated problem solving • Microsoft Office experience • Client record management

• Public speaking and presentation • HTML, CSS, JavaScript, Node.js • Self-directed learning

**Experience**

**Training Manager / Project Lead** May 2017 – Present

Turnover Apartment Painting, Mahtomedi, MN.

* Acclimate new hires over the course of months in company culture, processes, and procedures.
* Work to develop emerging skills with existing employees.

**Project Lead** May 2010 – May 2017

Turnover Apartment Painting, Mahtomedi, MN.

* Develop and maintain professional relationships with management staff to ensure the continuation of company contracts.
* Manage time and resources for parallel ongoing projects.
* Serve as an intermediary between internal and external clients in difficult situations, using diplomacy and tact effectively.

**Career Services Center Intern** August 2009 – May 2010

Saint Cloud State University, Saint Cloud, MN.

* Worked one-on-one with over two hundred individuals to develop resumes, cover letters, and interview skills.
* Actively collaborated with clients to generate workable strategies in overcoming barriers to employment.
* Maintained and updated informational handouts in the Career Services library regarding college majors and career exploration.
* Honed presentation skills as part of the Career Services Center campus outreach initiatives.

**Education**

**Graduate Certificate in Instructional Design** Graduate January 2021

University of Wisconsin Stout, Menomonie, WI

**Bachelor of Science Degree in Community Psychology – Summa cum laude** May 2010

Saint Cloud State University, Saint Cloud, MN.