ISABELLA ADAMS

Technical Trainer | Legacy Systems Migration | HighVIEW 5

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Summary

Enthusiastic Trainer with over 5 years of experience in technical training and migration projects. Expertise in crafting and delivering impactful training sessions. Proven success in increasing user proficiency by 30% leading to significant process improvement.

Skills

Instructional Design, HighVIEW 5, JIRA, Confluence, Agile Methodologies, Section 508 Compliance

Experience

CACI International Inc.
Washington, D.C.

Technical Trainer
03/2021 - Present

- Designed and delivered over 50 web-based HighVIEW 5 training sessions, enhancing user proficiency by 30%.
- Developed comprehensive course curriculums and training materials reaching 200+ participants across diverse proficiency levels.
- Collaborated with stakeholders to update and refine training modules, resulting in a 20% increase in learner satisfaction.
- Facilitated seamless transition from legacy systems for 15 departments, minimizing downtime and ensuring business continuity.
- Coordinated with cross-functional teams to identify training objectives, aligning them with organizational goals to improve service efficiency.
- Conducted user needs assessments, leveraging data to customize training content and improve engagement by 25%.

Leidos
Reston, VA

Instructional Designer
06/2017 - 02/2021

- Crafted bespoke training modules for 500+ users, achieving a 90% pass rate on technical evaluations.
- Led a team in developing multimedia instructional aids, increasing content retention rates by 35%.
- Streamlined course delivery processes, reducing preparation time by 40% and improving resource allocation.
- Integrated Agile methodologies into the training development cycle, optimizing flexibility and responsiveness.
- Provided expert advice to trainers on best practices, facilitating a 15% improvement in training outcomes.

Booz Allen Hamilton
McLean, VA

Systems Analyst
01/2014 - 05/2017

- Analyzed system requirements for a FOIA Case Management project, enhancing data processing accuracy by 25%.
- Collaborated with development teams to implement JIRA and Confluence, improving project tracking efficiency by 40%.
- Developed technical documentation for end-users, reducing support inquiries by 50% over a six-month period.
- Conducted Section 508 compliance audits, leading to a 100% compliance rate across digital platforms.

Education

George Washington University
Washington, D.C.

Master of Science in Education Technology
01/2012 - 01/2014

University of Maryland, College Park
College Park, MD

Bachelor of Science in Computer Science
01/2008 - 01/2012

Projects

Open Source Training Module Enhancements
Led enhancements to an open-source training module, improving its functionality and user engagement. github.com/project1

Accessibility Audit Tool
Developed an accessibility audit tool to assist in Section 508 compliance checks. github.com/project2

Key Achievements

Enhanced User Proficiency
Increased user proficiency by 30% through targeted training interventions in the HighVIEW 5 migration project.

Training Satisfaction Improvement
Boosted learner satisfaction by 20% through revamped training designs and course content improvements.

Training Reach Expansion
Extended training reach to 200+ participants, enhancing organizational capability across various technical roles.

Interests

Technology Innovation
Involved in exploring cutting-edge technologies and their potential applications in e-learning.

Photography
Passionate about capturing moments and storytelling through the lens of a camera.

Traveling
Enjoy exploring new cultures and gaining diverse perspectives through global travels.

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