

Patrick Sayn

PRODUCT TRAINING SPECIALIST

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Objective

Seasoned Learning Management System (LMS) Administrator and Training Specialist with 18 years of experience in designing, developing, and implementing SCORM-compliant virtual courses, managing LMS platforms, and generating insightful training reports. I bring a strong background in creating high-quality learning materials, conducting client-facing and internal training, and collaborating with cross-functional teams to ensure product knowledge is effectively communicated. I am eager to contribute to Cedar's mission of improving healthcare access and affordability through data-driven training and content solutions.

Key Qualifications

LMS Administration	Accessible Design Standards (WCAG 2.0)	Presentation Skills
Instructional Design	Virtual Learning	Continuous Improvement Programs
SCORM Knowledge	Cross-Functional Collaboration	Incorporating Stakeholder Feedback
Client-Facing Training	Customer-Centric Service and Support	Data-Driven Decision Making
LMS Automation		

Experience

Immersive Engineering Inc. | Applications Engineer/Training Specialist 2006 - 2024

- Collaborated with a team of developers, designers, marketers and sales representatives to successfully develop and deploy interactive desktop and web-based applications for virtual training.
- Developed and deployed a proprietary Learning Management System (Immerse2learn) in collaboration with cross-functional teams.
- As an LMS Administrator and Instructional Designer, designed, developed, implemented, and updated a comprehensive technology curriculum, incorporating SCORM-compliant courses to ensure seamless integration and functionality within various LMS platforms. Managed the creation of technical writing, assessments, video production, and interactive web-based exercises, while ensuring WCAG 2.0 compliance for accessibility. Assisted customers with the implementation of SCORM-compliant content and monitored its effectiveness to enhance user engagement and satisfaction.
- Using Instructional Design models (ADDIE, SAM, and Action Mapping), designed, developed, and implemented detailed technical manuals and produced engaging video content to facilitate software implementation, effectively reducing customer support inquiries and enhancing user self-sufficiency.
- Continuously refined and enhanced training curricula by leveraging expert knowledge, incorporating stakeholder feedback, and analyzing training data. Generated detailed reports to track and evaluate the effectiveness of training programs, using data insights to identify areas for improvement and optimize learning experiences for greater relevance and impact.
- Oversaw the scheduling and execution of training content development projects in collaboration with subject matter experts, ensuring alignment with both internal timelines and external deadlines to meet organizational objectives.
- Delivered engaging and effective product training sessions both in-person and virtually, utilizing a variety of instructional models to meet diverse learner needs and enhance overall training effectiveness.
- Delivered exceptional customer service across multiple channels, including in-person, phone, email, and virtual platforms, ensuring timely and effective resolution of inquiries and maintaining high satisfaction levels.

U.S. Department of Energy | Training Contractor**2007 - 2009**

- Held a U.S. top secret Q-clearance and worked with classified information, demonstrating a high level of trust and responsibility. Although not directly related to CCFCU's role, this experience reflects my ability to handle sensitive tasks with precision and confidentiality.
- Utilized Instructional Design models to design, develop, implement, and conduct a hybrid curriculum tailored to end-user processes, integrating technical writing, web-based interactives, assessments, and video production to deliver a comprehensive and effective learning experience.
- Developed and managed strategic training plans and schedules for training, ensuring alignment with organizational goals.

Education

Schoolcraft College**2003 - 2006**

A.S. in General Studies

A.S. in Manufacturing for Quality Production

Interpersonal Skills and Abilities

Self-Motivated	Attention to Detail	Team Oriented
Strong Tech/Software Aptitude	Organizational	Effective Communication
Problem Solving	Listening	Video Production
Decision Making	Patience	Project Management
Time Management	Creative	Strategic Thinker

Relevant Software Experience:

Microsoft Office	HTML/CSS Basics	Camtasia
Microsoft Teams	Canvas	YouTube Studio
Moodle	iSpring	Amazon Chime
Google Suite	Immerse2learn	Video Conferencing
Google Classroom	Adobe Captivate	