

Patrick Sayn

VIRTUAL LEARNING SPECIALIST

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Objective

Seasoned LMS Developer and Administrator with 18 years of experience in designing and deploying SCORM-compliant virtual courses, managing LMS platforms, and generating insightful training reports. Adept at enhancing user experience through innovative virtual learning solutions and leveraging data to drive continuous improvement. Seeking to contribute my expertise in LMS management, virtual course design, and data-driven training strategies to support and elevate MSGCU's training and development initiatives.

Key Qualifications

LMS Administration	Accessible Design Standards (WCAG 2.0)	HTML and CSS Fundamentals
Virtual Course Design	Content Development and Technical Writing	Continuous Improvement Programs
SCORM Knowledge	Cross-Functional Collaboration	Incorporating Stakeholder Feedback
Reporting and Data Analysis	Customer-Centric Service and Support	Data-Driven Decision Making

Experience

Immersive Engineering Inc. | Applications Engineer/Training Specialist

2006 - 2024

- Managed a cross-functional team of developers, designers, marketers and sales representatives to successfully develop and deploy interactive desktop and web-based applications for virtual training. These applications significantly differentiated the company from its competitors.
- Managed a cross-functional team of developers, designers, marketers and sales representatives to develop and deploy a proprietary Learning Management System (Immerse2learn).
- As an LMS Administrator, developed 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.
- Developed 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 training sessions both in-person and virtually, utilizing a variety of instructional methods 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 MSGCU's role, this experience reflects my ability to handle sensitive tasks with precision and confidentiality.
- Developed and deployed a hybrid curriculum tailored to end-user processes, integrating technical writing, 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.
- Instructed hybrid software training classes.

Panther Global Technologies | Machinist/Technical Specialist**2000 - 2006**

- Programmed, set up, and operated CNC mills, lathes, and grinders, demonstrating strong technical proficiency and attention to detail.
- Calibrated metrology tools, interpreted blueprints, and conducted time studies, developing a solid foundation in technical problem-solving and root cause analysis. These skills are essential for resolving complex issues and providing effective training solutions.
- Utilized statistical process control techniques to identify and correct issues swiftly, maintaining production efficiency. This ability to troubleshoot and resolve problems under pressure is directly applicable to providing timely and effective solutions in training and support roles.

Education

Schoolcraft College**2003 - 2006**

A.S. in General Studies

A.S. in Manufacturing for Quality Production

A.S. in Computer-Assisted Manufacturing

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	Google Classroom	YouTube Studio
Microsoft Teams	Blackboard	Amazon Chime
Microsoft SQL	iSpring	GoTo
Microsoft Viva	Immerse2learn	Zoom
Moodle	Adobe Captivate	
Canvas	Camtasia	