# **Greg Rudl**

6536 Gildar St. Alexandria, VA 22310 | (216)702-0837 | rudler@yahoo.com | [Portfolio Web site](http://rudler9.wix.com/rudlelearning)

### **Work Experience**

***Instructional Designer/Netsuite Administrator*** *–* 2010 to present; ICA Language Services, Arlington, Va.

ISD

* Support language learners, teachers with SCORM-compliant eLearning modules built with Adobe Captivate, hosted in learning management system
* Disseminate educational technology useful for language teaching & acquisition
* Administer company's LMS (Moodle) for hundreds of users; Moodle serves as platform for online language learning, in-residence tutoring, employee, teacher training, testing; select appropriate plug-ins, support, encourage their use; support users, create content (activities & resources)
* Manage online learning program for foreign language acquisition by training teachers, students on use of Web conferencing
* Give webinars, workshops on use of LMS, Web conferencing, various learning technologies for foreign language acquisition
* Create, maintain documentation for online learning program
* Create listening tests for foreign language learners
* Create HTML5 interactions using H5P plugin (based on xAPI)
* Train, support Netsuite users with eLearning, video tutorials, job aids & F2F help
* Administer survey program, integrates with Netsuite
* Conduct new application user testing

Netsuite

* support end user requests for saved searches, reports, KPI's, dashboards
* program scheduled emails & email alerts on important changes in records and/or fields
* use SuiteFlow to streamline workflows and create data entry controls for better record processing
* maintain company's e-commerce Web site: look and feel, user experience
* maintain customer center, user access, permissions
* plan, review and revise configurations and customizations of NetSuite as needed in order to meet evolving needs
* provide front line support and troubleshooting with regards to all aspects of NetSuite and data integrations
* provide on-going system/technical support to users, including training and access for all roles
* develop, test and deploy customizations, custom objects, new functionality and SuiteApps based on evolving business needs
* identify, evaluate and recommend other key technologies required to support and improve the business process centered on the NetSuite platform
* maintain up-to-date knowledge and documentation of NetSuite functionality, customization and integration
* use scriptable email templates (Freemarker) for more efficient email messages
* perform mass import/export for efficient record control
* monitor end-user usage of systems and track performance

***Public Affairs Specialist/Editor*** *–* 2006 to 2010; National Guard Bureau Public Affairs, Crystal City, Va.

* Edited all news releases by NGB-PA Command Information section
* Designed, edited The On Guard *Online*, the quarterly e-magazine for National Guard
* Ran annual National Guard media contest; organized, prepared hundreds of entries, coordinated judging, planned & executed communication plan, distributed awards
* Edited Web content; designed special micro sites
* Covered events, produced articles, photos for Web & email distribution

***Inside Sales (Licensed Insurance Agent)*** *–* 1995-2002; Best Quote Insurance Services; Beachwood, Ohio

* Guided customers through life insurance buying process
* Developed processes & procedures for this startup (one of the first employees)
* Learned to be patient with general public -- able to talk to people on their own level

### **Education**

2013-15: Master's Degree, Instructional Design and Technology, George Mason University, Va.

1984-90: Bachelor of Arts-English, Ohio State University, Columbus, Ohio

2000: Basic Journalist Course, Defense Information School, Ft. Meade, Md.

1988: NCO Prep. Course, Rickenbacker International Airport, Columbus, Ohio

2003: NCO Academy, McGhee-Tyson Air National Guard Base, Tenn.

2003: Editor's Course, DINFOS, Ft. Meade, Md.

### **Skills**

**Software:** Netsuite (see above), advanced knowledge of Adobe Captivate, Acrobat & Creative Suite, Microsoft Office, SharePoint, MS Project, Visio, Survey Gizmo, ADP Workday (admin)

**Programming languages:** Java, HTML, PHP, Freemarker

**Business:** able to write position papers, proposals, business cases, adept at organizational change management

**eForms:** design & create e-forms with Acrobat, Google, Netsuite, Survey Gizmo

**Customer relations**: able to let irate customers vent & define their grievance & work to strike a compromise; know how to use proper phrasing; ability to stand pressure; have learned to see things from customer viewpoint

**Journalism**: versed in A.P. style, interviewing, headline writing, magazine & newspaper layout & design & production, editing, social media, news release writing

**Communications**: good public speaker; excellent phone presence; articulate

**Organizational**: developed & refined business processes

**Photography**: advanced skills in photography – shooting techniques, composition, layout and design, image enhancement, photo-journalism

**Video:** filmed and produced video news stories on military-related subjects

### **Groups, affiliations, memberships**

* elearning Guild member
* Toastmasters International (VP of Public Relations)
* Non-commissioned officer of the Ohio Air National Guard (1985 to 2012)

### **Hobbies and Interests**

Skiing, golf, bicycling, billiards, outdoors, traveling

### **Additional**

Security Clearance: Secret (inactive)

References available on request