

Resume of Edward Martino, PhD  
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## Professional Summary

I have over 15 years of systems experience including: technical writing, instructional design, and end user training, web and web application development, systems and business analysis, database design and implementation, help desk and troubleshooting. I have also assisted in developing and testing disaster recovery plans.

## Technical Skills

**Languages:** HTML 4.0/XHTML 1.0 w CSS, JavaScript, PHP 4-5, XML, CGI/Perl

**OS:** UNIX (various versions) and LINUX (Mandrake 10.1/Red Hat 7.1), NT 4.0 (workstation and server) Win '95, '98, XP, & 2000/2003 Pro. Win7 Pro Novell to 5.x, DOS to 6.22.

**Software:** Adobe RoboHelp 8-9 Captivate 4-5.5 FrameMaker 9-10, Acrobat Pro 9.3-10, & Soundbooth: Other tools Audacity, Snagit 8-10, Corel Paint Shop Pro 9-13, Photoshop CS4, Dreamweaver CS4, AVS Audio/Video suite Microsoft Office 2007-10, Powerpoint, Open Office 3.3, Sharepoint 2007.

**Additional Skills:** Development of eLearning (Web Based Training) course-ware and ILT courses including: task analysis and information mapping, classroom teaching with college age students and adults in classroom and computer lab environments, technical writing, video production/editing and systems analysis. I have excellent verbal and written communication skills and a people centered orientation to systems, and I am very comfortable interacting with both technical workers and management.

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## Professional Experience

### **01/11- 09/11 McLane Advanced Technology, Temple TX eLearning Developer**

Sr. eLearning Developer on SAMS-E enhancement project for the US Army. Developed **Adobe Captivate 5** templates and styles to support project. Trained other eLearners in Captivate 5 with emphasis on a working in a production environment. Developed Captivate 5 tutorial simulations and computer based training (CBT) modules including embedded training and assessment simulations. Created color palettes and navigation aids to support project. Created 2 part assessment with both questions and scored simulations. **SAMS-E training revisions were delivered on-time, within budget and with praise from all levels of management.** Recently developed **RoboHelp based AIR Help** module designed to contain all system documentation and training materials for the next revision of the project. **This process functionally separates the application from the documentation permitting interim releases and corrections.**

### **08/09 - 10/10 McKesson Pharmaceuticals, West Lake, TX Instructional Designer/Technical Writer**

Converted 3 customer facing Help systems to **RoboHelp 8**. Converted internal knowledge base to **RoboHelp AirHelp** including all the customer facing systems **resulting in measurable improvements in technical support call times.** Developed new versions of pdfQuikRef cards for new users. Developed .pdf based on-boarding materials containing both reference documentation and **Captivate 4** simulations. Developed numerous special project **Captivate 4** simulations for DEA CSOS requirements & external system interfaces like EDI. Trained McKesson E-Commerce Tech Support staff in **TCS2** applications. **Created RoboHelp Tool Kit as Web 2.0 documentation for the majority of this work.**

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### **07/07- 07/09 ATT Learning Irving, TX Instructional Design Analyst**

Developed instructional objectives and training plans with information mapped to Sharable Content Object (SCO) level as part of enterprise project to convert training from **ILT to SCORM 1.4 compliant Web Based Training (WBT) format**. Led team of 5 contractors in development of SCOs for Soft Skills and Systems training. Created Job Aids and did sub-project management. Assisted in developing training program sequences that utilize SCOs along with current WBT offerings. Planned the conversion of current WBTs to full SCORM compliance.

### **01/07- 06/07 Accenture Learning, San Antonio, TX Instructional Design Analyst**

Developed WBT and ILT courses for a major banking institution including Credit, Collateral, and Equity Loan Processing. Revised curriculum. Developed ID maps, Storyboards and Captivate movies to support the process. Assisted new employees with project orientation **Interfaced with Indian offshore development team**.

**06/04-11/06 Downes-Martino Systems, Inc:** Business Analyst & Co-Developer of web based property management application. Developed HTML web pages, with ASP/ JavaScript, and eLearning materials with WebEx and Captivate 1.1

### **06/05- 06/06 Student Insurance Division of Health Markets Plano, TX**

Consultant Performed business analysis of enterprise DataFlex claims system Assisted in maintenance and enhancement of same. Created outsourcing procedures for insurance documents **resulting in a net savings to the company of over \$5K/mo** and developed archive procedures for data bases. Created interface to MS SQL databases

### **03/05- 06/05 Morrison Supply Co. Fort Worth, TX DataFlex Developer**

Developed new tool for database maintenance in DataFlex Linux based distributed environment.

### **09/03- 03/05 Programmers Group Lead VDF Consultant**

Served as project lead for system revision of enterprise database system written in Visual DataFlex. Developed and modified Crystal Reports to support system enhancements. Was responsible for systems analysis, requirements definition, creation of web based training materials and project management.

### **11/01- 05/03 Wal-Mart Stores, Inc. ISD Bentonville. AR**

Responsible for maintenance and enhancements of Claims Management written in DataFlex 4GL. Developed interface to support buyout and audit of 300K claims by AIG Insurance. Created automated executive reporting system for weekly summary reporting of claims data. Worked on new data model for transition of Claims database to Web based application. **Reorganized 20 Gig notepad systems into "virtual files" eliminating redundancy data and improving system efficiency.**

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## Education

<u>Institution</u>	<u>Degree(s)</u>	<u>Major</u>
University of Miami	PhD.	Experimental Psychology. (Social/Learning emphasis)
University of Miami	M.S.	Experimental Psychology.
University of Miami	B.A.	Psychology

### **Fellowships & Awards**

Competitively Awarded National Science Foundation Fellowship  
Certificate of Appreciation, Miami Design Preservation League 1997