

Warren Beck
wwbeck360@gmail.com

SKILLS

Advanced Development of Educational Content: Spearheaded the creation of engaging classroom and e-learning materials over a 10-year period, leveraging cutting-edge pedagogical practices to enhance learning outcomes.

Comprehensive LMS, ERP, & CMS Training: Accumulated 13 years of in-depth experience in training and optimizing Learning Management Systems (LMS), Enterprise Resource Planning (ERP), and Content Management Systems (CMS), significantly improving user adoption and operational efficiency.

Online Training and Delivery Excellence: Mastered the art of online training, utilizing interactive and multimedia tools to deliver compelling learning experiences that increase engagement and knowledge retention.

Exceptional Communication: Demonstrated excellent verbal and written communication skills, crafting clear and persuasive content and effectively conveying complex information across diverse audiences.

Rapid Skill Acquisition: Proven ability to quickly master new tasks and technologies, adapting swiftly to evolving educational environments with minimal oversight.

Learning Management System Administration: Skilled in LMS administration, ensuring seamless course delivery, user management, and system customization to meet specific learning objectives.

Adaptive and Proactive Professional: Exhibits a flexible and forward-thinking approach to work, consistently anticipating and addressing challenges with innovative solutions.

Cloud-based Learning Solutions Specialist: Expertise in deploying and managing hosted cloud learning solutions (AMS/VPC), enhancing accessibility and scalability of educational programs.

Language Proficiency: Bilingual proficiency in English and Spanish, enabling effective communication and training delivery in both languages to diverse learner populations

Project Manager/LMS Administrator EQ Adult Literacy Program (July 2023 – Dec 2023)

Contract Palm Springs, CA

- Initiated a program for online learning for adult literacy.
- Create a project plan with solid budget and timeline parameters.
- Executed a multimedia campaign to raise awareness for adult literacy.
- Organized and facilitate technical online meetings and training sessions.
- Authored micro-learning lessons using Articulate Storyline and Rise
- Launched and tested the content within Learning Locker and Moodle LMS

Senior Analyst – Cigna/Aetna – April 2023 – June 2023 Remote – Grand Rapids MI Contract

- Led a team of instructional designers on upgrading and improving Medicare compliance training.
- Authored Telemarketing Sales Course for online delivery
- Created microlearning for regional sales managers.
- Conducted and created training on the use of Articulate Storyline for local designers.
- Provided QA and LMS support with the integration of the Docebo-Braintree eLearning environments.

Learning Specialist – Corewell Health – Jan 2023 – March 2023- Contract – Grand Rapids, MI Contract

- Collaborated with the ERP training and project team members, subject matter experts, and customers to develop audience-specific training solutions for ERP applications, such as Workday, ServiceNow, including in-person/virtual, eLearning, blended content and/or support documentation.
- Supports the setup and management of learning environments.
- Actively participate in design and delivery of Train-the-Trainer workshops.

Instructional Designer – Humana Health – May 2022 – November 2022 Location – Contract (EST) Louisville, KY

- Generate course simulations for new systems training (CRM)
- Authored custom Rise Courses in Articulate 360
- Built custom animations in Adobe Premiere
- Co-authored template style guides and standards
- Conducted quality test and specifications with design team and SMEs.

Instructional Designer – Amazon – November 2021 to April 2022 Location – Contract (CST) Boulder Colorado

- Generate course content for Pathfinder Recruiting Organization
- Authored custom walkthroughs and simulations in Articulate Storyline
- Perform quality assurance according to user specifications.
- Provide consistent reporting in Asana client management system.
- Display students results and certificates to our business partners.

Learning Technologist Consultant – Strayer/Capella University – January 2021 – August 2021

Location- Minneapolis, MN –(Contract)

- LMS Administrator of the Strategic Education Group Capella/Strayer conversion
- Updated and edited courses editing checklists.
- Authored New Learning Technology Portal in Articulate Storyline
- Developed job aids and updating system using Microsoft Lists
- Generated short training videos for SharePoint with Camtasia Studio

Instructional Design Consultant – Midwest Tape - December 2019 – February 2020 Location-

Holland, Ohio – Contract

- Generated a detailed statement of work for project initiation cycle.
- Defined roles and responsibilities for members of a new learning team
- Conducted online meetings supporting global time zones.
- Provide training and support as needed.
- Worked with legacy systems and new technologies.

Hotchalk – LMS Consultant / Administrator – March -2019 – November – 2019 Location- San Jose,

CA – Mostly Employee

- Key contributor in the selection and implementation of a new learning management system.
- Worked as a support engineer to instructional designers implementing a new Docebo
- Managed learning onboarding for NYU students
- Managed data loads of courses
- Managed content in Canvas and Blackboard LMS
- Instructed faculty and teams in online training updates.

LMS Administrator- Johnson and Johnson Depuy - June – 2018 – January – 2019 Location-

Warsaw, IN Contractor

- Consulted with other teams to implement their best LMS practices.
- Created and managed secure learning groups
- Published weekly dashboard reports in Cornerstone.
- Worked with support teams to generate and maintain current FAQs.
- Published GXP training module to Cornerstone LMS

Learning Consultant – Delta Faucets - January 2018 – May 2018 Location- Indianapolis, IN

Contractor

- Created and helped implement LMS security and user groups.
- increased LMS efficiencies, mitigated risks, resolve issues, and optimize cost savings.
- Created custom learning reports from CSOD data.
- Created performance metrics and final reports.
- Conducted online meetings (SCRUM Development)
- Authored initial SOW agreement.

Senior eLearning Developer – Abbvie Pharmaceuticals – January 2017 – December 2017 Location- Lake Bluff, IL Contractor

- Developed eLearning modules, interactives templates and support materials with subject matter expert support from detailed design documents, storyboards, and scripts.
- Managed all aspects of module development and periodic updates as needed.
- Maintained good communication during development process for reviewing and updating eLearning content on scheduled basis, to keep projects moving forward.

LMS Analyst - Google, June 2016 – October 2016 Location- Mountain View, CA Contractor

- Created content library structure and document library.
- Answered technical ticket issues, on the LMS and online courses deployed through LMS.
- Managed all LMS maintenance projects.
- Developed custom vendor dashboards using Google Analytics
- Kept accurate and detailed test plans and results.
- Co-authored modular vendor training in Articulate Storyline
- Ran system reports and developed custom reports to meet stakeholder needs.

Robert Half International - Instructional Designer, January 2016 – April 2016 Location- San Jose, CA Contractor

- Developed adaptive multimedia training solutions for the Staff Development Organization
- Authored role plays scripts for internal training projects.
- Performed quality assurance testing and editing of existing content for course updates.
- Created a global client intake procedure for new learning projects.
- Provided an end-to-end Storyline training solution for top recruitment managers
- Managed curriculum and reports for the Docebo LMS

Motorola Mobility - Instructional Designer/LMS Administrator, April 2015 – December 2015 Location- Chicago, IL Contractor

- Developed interactive training modules for the Global Motorola Call Center
- Managed the course library and the training content in the Cornerstone LMS
- Authored reporting dashboards and for call center managers in North and Latin America
- Managed user requests through the Cornerstone ticketing system
- Published content in on the Google Drive using Google Documents
- Created the course library of instructor led training content in SharePoint.
- Developed a course development strategy in support of the Global Call Center
- Produced the I call center ILT training, job aids, and participant guides for global IVR rollout.

Jazz Pharmaceuticals, Palo Alto, CA Instructional Designer, July 2014 – March 2015 Contractor

- Authored a SCORM compliant multimedia training solution for testing knowledge of pharmaceutical procedures using Articulate for instructor led training.
- Analyzed content from external online client surveys.
- Generated custom reports and templates for proprietary learning management system.
- Recorded and edited course content and new company job aids
- Produced a Storyline eLearning module for legal FDA compliance procedures.

Ebay/Paypal, San Jose, CA e-Learning Technology Specialist, February 2014 - July 2014 Contractor

- Developed tablet training courses for the newly acquired Braintree software suite.
- Coordinated meetings with technical resources for product knowledge.
- Managed the implementation plan and timeline for production.
- Coordinated with remote and offshore team members.
- Assigned team lead on Braintree learning project.

McKesson Pharmaceuticals, San Francisco, CA e-Learning Technology Specialist, August 2013 - February 2014 Contractor

- Served as the subject matter expert for LMS administration.
- Generated recurring and ad hoc reports on course and student metrics and trends
- Coordinated with our client's education team and content vendors to craft and implement process for new course uploads and updates to existing learning programs.
- Designed and implemented maintenance strategies and quality assurance measures that map to data analysis and system sustainability.
- Authored content exclusively for the Sales Effectiveness Training Team

Green Sciences Academy, Oakland, CA Instructional Designer/Consultant, January 2011 – August 2013 Contractor

- Co-authored the technical course content in Moodle for Solar Voltaic Installation
- Developed and managed a set scope of work within the project.
- Designed a measurable evaluation criterion to prove effectiveness of training solutions.
- Managed curriculum content collaborated with Program Managers to assess curriculum needs.

Inner-City Services, Oakland, CA Instructional Designer, August 2011 – December 2011

- Authored custom Camtasia multimedia training for Microsoft office administration.
- Created and published content lessons using Moodle.
- Managed the training project according to state grant guidelines •

- Performed train-the-trainer sessions ILT.

Tibco, Palo Alto, CA Senior e-Learning Developer, August 2010 – July 2011 Employee

- Developed multimedia on-demand training videos and quizzes using Adobe Captivate
- Scheduled collaboration efforts with remote software development teams
- Initiated data collaboration through Microsoft SharePoint
- Environment - Adobe Captivate
- Authored web content for Tibco proprietary software suite

**Cardinal Health,
Dublin Ohio**

Senior Programmer Analyst, April 2007- September 2008 Employee

- Produced and delivered telephony training materials for new technicians and software developers.
- Coded call routing strategies for a multi-site environment
- Generated monthly call center reports for business partners.

Genesys Telecommunications, Daly City, CA

Senior Technical

Instructor/Course Developer, July 2001 - March 2007 Employee

- Provided technical training to Software Developers, PBX Administrators in Spanish and English
- Designed eLearning and ILT courses the fields of Computer Telephony Integration
- Developed telephony training courses and delivered to call center managers.
- Key in the development of Genesys Education Services in Latin America
- Certified as Genesys Engineer and Routing Professional

Avolent Software San Francisco, CA Senior Technical Instructor, April 1999 - May 2001 Employee

- Helped establish the Technical Training Department
- Targeted system integrators in developing and extending the functionality of the product line • Responsible for defect reporting and follow-up to QA and RD team.
- Provided offsite training for system integrators, new engineering staff, curriculum developers.
- Developed training exercises and technical training curriculum.

SOFTWARE SKILLS

Adobe Acrobat, Photoshop, Illustrator, InDesign

Articulate 360, Rise, Storyline

Captivate 9

Wordpress Hosting

SAP Success Factors

Salesfore

Coding experience in PHP, HTML, XML, CSS

Camtasia Studio Versions 2023 (Video Editing and Production)

Microsoft Office

CRM (Open-Source Client Management Systems)

Salesforce

Relational Databases (Oracle, MSSQL, MYSQL)

Learning Locker (LRS)

Workday

Totara

Moodle

SAP

Success Factors

Docebo

LearnDash

Microsoft SharePoint Management (CRM)

Cornerstone, Canvas, Blackboard, Drupal and Moodle, Saba, Docebo (Learning Management Systems)

EDUCATION

Bachelor of Arts, Bowling Green State University

Major: Interpersonal and Public Communication

Minor: Spanish