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SUMMARY OF QUALIFICATIONS

An experienced instructional designer and developer able to identify client business needs and develop training and performance support materials linked to those needs. Qualifications include:

- Expertise in organizational and individual performance analysis, instructional design, materials development, and program evaluation
- Superior writing and communication skills
- Superior ability to analyze source material and create user-centered training and performance support materials
- Excellent collaboration skills with experience working on virtual teams; Expertise with WebEx online meeting collaboration tool.
- Expertise with Microsoft Word, Excel, and PowerPoint; Intermediate skills with Macromedia Captivate; Familiarity with Macromedia Dreamweaver
- Familiarity with HTML and XML coding and the concepts behind Macromedia Flash

HIGHLIGHTS OF EXPERIENCES AND ACCOMPLISHMENTS

- Provided instructional design and development as part of a virtual team developing elearning for clients located in New York City, Chicago, and Houston. Teams included project managers located in San Francisco, Cincinnati, and St. Louis, graphic designers and flash programmers located in San Francisco and Ann Arbor, and production located in Bangalore and Hyderabad, India.
- Provided analysis and design for a new employee orientation process and developed supporting materials to implement the new process for a major pharmaceutical company. Supporting materials included instructor guides, participant handouts, and a PowerPoint presentation for the first-day orientation training; handbooks and checklists for supervisors, "buddies," and administrative personnel to use throughout the process; and evaluation forms for all materials. Program implemented at company headquarters and rolled out globally.
- Designed and developed computer-based training and electronic performance support for knowledge workers at a telecommunications company. Materials distributed to workers in the client company's nine-state region.
- Developed materials and assisted with instructional design for a series of safety training programs that included a videotape, leader guide and participant workbooks. Materials sold nationwide.
- Managed project to develop online training in basics of technology required for voice, video, and data networks for a sales force audience at a major internet equipment and services company. Training delivered globally.

EMPLOYMENT HISTORY

- **Instructional Designer/Performance Consultant**
Self-employed, Fairfield, OH. February, 2004-present
- **Instructional Designer**
DigitalThink (formerly Horn Interactive), Cincinnati, Ohio. September, 2001-February, 2004
- **Performance Technologist**
Self-employed, Fairfield, Ohio. March, 2001-September-2001
- **Performance Technologist**
Triad Performance Technologies, Inc. Blue Ash, Ohio. September 1999-March 2001
- **Instructional Designer, Materials Developer**
Self-employed, Fairfield, Ohio. March 1999-September 1999.
- **Instructional Designer, Materials Developer**
Comware Incorporated, Cincinnati, Ohio. December 1997-March 1999.
- **Materials Developer**
Self-employed, Cincinnati, Ohio. 1981-1997.

EDUCATION AND TRAINING

- Master of Education (Human Resource Development): Xavier University, Cincinnati, Ohio.
- Bachelor of Arts (Art History): Miami University, Oxford, Ohio.
- Building Cultural Awareness, National Conference for Community and Justice.
- Interpersonal Communication Skills, College Hill Presbyterian Church, Lifeways and Vineyard Christian Fellowship.

PROFESSIONAL ORGANIZATIONS

- Member, American Society for Training and Development

REFERENCES AVAILABLE UPON REQUEST