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SUMMARY OF QUALIFICATIONS

An instructional designer and developer with more than 10 years of instructional design experience and more than 20 years of business writing experience. 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 and using various online meeting collaboration tools
- Expert with Microsoft Word, Excel, and PowerPoint; Expertise with Snagit; Advanced skills with Microsoft Publisher and Macromedia Dreamweaver 8, Captivate 5, and Photoshop Elements and NCH WavePad audio editing program; Intermediate skills with Adobe Acrobat and Premier Elements Video Editing.

HIGHLIGHTS OF EXPERIENCES AND ACCOMPLISHMENTS

- Developed user guides, quick reference cards, and Captivate instructional videos for self-paced learning and performance support to enable contract managers and functional owners to learn and use an online contract management system. Responsibilities included: working with subject matter experts to identify key process and working in the system to learn key features and steps in order to produce the materials.
- Designed the course and developed the PowerPoint storyboards to enable managers and data-entry personal to use an online SAP system used to generate reports that track productivity and identify potential problem areas. Responsibilities included: working with subject matter experts to identify key process and working in the system to identify key features and steps.
- Developed PowerPoint storyboards for overview course on the House of Quality, a process and graphic tool used to define the relationship between customer desires and product specifications. The House of Quality is part of Quality Function Deployment process. Training to be delivered globally to company engineers and marketing personnel.
- Developed PowerPoint storyboards and Captivate files for an introductory course on profitability. Responsibilities included: converting instructor-led training into eLearning storyboards and Captivate files. Training delivered globally to all company employees.
- Developed PowerPoint storyboards for an introductory course for a global client initiative called Price and Margin Realization. Responsibilities included converting instructor-led materials into eLearning storyboards, working with subject matter experts to refine and reduce the content, and developing assessment items. Training delivered globally to all company employees.

- Developed an instructor guide and participant guide for an instructor-led course for a proprietary web-based software application used to compute various kinds of taxes associated with the sale and purchase of products and services around the globe. Responsibilities included: working with subject matter experts to understand the functionality of the system and to develop activities to help participants learn the system during the class. Training delivered to company employees and company clients.
- Developed PowerPoint storyboards for an online introductory course for SAP navigation, transactions, and reports. Responsibilities included: working with subject matter experts to understand the client's specific uses of SAP, reviewing source material to understand the basic concepts of the SAP software and the client company's business processes, and developing assessment items. Training delivered globally.
- Designed and developed multiple computer-based and web-based training courses regarding network equipment features and functions for sales staff and knowledge workers for telecommunications and internet companies. Responsibilities included: reviewing documentation supplied by the client and researching content available on the Internet and on the company intranet, designing and developing the courses, and writing post-course assessments. Courses made available to client company's employees online.
- Developed manufacturing and product testing procedures for a pet food company. Responsibilities included reviewing existing documentation, working with subject matter experts to verify the actual process and note discrepancies between the existing documentation and the actual process, and developing documentation to match the steps in the actual process.
- Developed flow charts and procedures to describe the process used by the training and education department at an international technology company to develop training. The flow charts and procedures were developed as job aids for less experienced trainers. Responsibilities included working with subject matter experts to identify and verify the steps in the process, writing documentation with detailed descriptions of the inputs, steps, and outputs for each step in the process, and using PowerPoint to develop flow charts for the major steps in the process.
- Provided instructional design and development as part of a virtual team developing a web-based course on professionalism for a major human resource consulting firm. Responsibilities included: developing learning objectives; designing the course; facilitating teleconferences with remote subject matter experts to understand the content; developing the case-based training content; and writing a post-module assessment. Other team members were located in San Francisco and in Bangalore and Hyderabad, India. Program rolled out globally.
- Provided analysis, design, and development as part of a team developing a new employee orientation process for a major pharmaceutical company. Responsibilities included: developing needs analysis interview protocols; interviewing new employees from around the world; analyzing results and writing a needs analysis report; designing the new orientation process; and designing and developing supporting materials such as instructor guides, participant handouts, and a PowerPoint presentation for the first-day orientation training; handbooks and checklists for everyone involved in the process; and evaluation forms for all materials. Program implemented at company headquarters and rolled out globally.
- Developed materials and assisted with instructional design for a series of safety training programs that included a videotape, leader guide and participant workbooks. Responsibilities included: reviewing source materials and interviewing subject matter experts, developing treatments to provide options for video script formats, writing video scripts, developing objectives, and developing a facilitator guide and a participant guide. Materials sold nationwide,
- Teamed with other facilitators to design and deliver diversity training to clients of National Conference for Community and Justice. Responsibilities included: Collaborating on designing activities and determining the flow of the workshop, delivering the workshop and facilitating

discussion, and debriefing the results daily and adjusting the training as needed. Clients included the Cincinnati Reds and Leadership Cincinnati.

- Managed project to develop online training about the technology basics required for voice, video, and data networks for a sales force audience at a major internet equipment and services company. Responsibilities included: reviewing source material and designing the training flow, reviewing content developed by other instructional designers, working with internal subject matter experts, working with graphic artists to develop visual presentations to support the training, working with editors to ensure consistency, ensuring that the project stayed on time and on budget. Training delivered globally.
- Facilitated multiple focus groups and individual interviews during needs assessment for a major marketing research corporation. Responsibilities included: developing protocols to guide the focus group sessions, conducting the focus groups, analyzing the data, and preparing a report with findings and recommendations for training, mentoring, performance support, and hiring procedures.

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
- **Instructional Designer**
Self-employed, Fairfield, Ohio. March, 2001-September-2001
- **Performance Technologist**
Triad Performance Technologies, Inc. Blue Ash, Ohio. September 1999-March 2001
- **Instructional Designer**
Self-employed, Fairfield, Ohio. March 1999-September 1999
- **Instructional Designer**
Comware Incorporated, Cincinnati, Ohio. December 1997-March 1999
- **Business Writer**
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, Greater Cincinnati Chapter of the American Society for Training and Development
 - Vice President of Technology, 2006
 - Vice President of Communications, 2007
 - President, 2008

CERTIFICATIONS

- Licensed Facilitator, Immunity to Change Workshop, Minds at Work

REFERENCES AVAILABLE UPON REQUEST