

INSTRUCTIONAL DESIGN PROJECT SUMMARIES

Amazon – Nashville, TN 2021-Present

- Senior Instructional Designer / Manager
- Led a five-person international team of Instructional Designers
- Developed eLearning and Instructor-Led curricula using ADDIE, Agile, and Bloom's Taxonomy models. Worked with SMEs to author content, create assessments and publish to LMS
- Delivered business reports including metrics based on Kirkpatrick Model

Lyft – Nashville, TN 2014-2017

- 5 Star Driver, Driver Mentor and Support Specialist
- Delivered One-to-One Unscripted Training to New Driver Applicants
- Provided Driver and Customer Technical Support via Directly.com and ZenDesk
- Provided Quality Control and Development Suggestions to Product Development

eReader Learning Solutions – Nashville, TN 2014-2015

- Created Instructor-Led Classroom Delivery Materials, Lesson Plan and Instructor Guide
- Produced DVD of Instructor-Led Classes with Video Learning Objects
- Wrote Client and End-User Manuals, FAQ and Interactive Help Using Atlassian Confluence
- Created Developers Reference Guide

Kinetic Media - TalentPro Network – Regional 2004-2012

- Created and Delivered Instructor-Led Classroom Seminars
- Wrote Client and End-User Manuals using HTML and RoboHelp
- Created Developers Reference Guide

Learning Tree International – USA and Abroad 1996-2003

- Delivered Software and Developer Training as an On-Site Instructor
- Obtained Professional Certifications as an Instructor and Developer in Web, HTML, JavaScript, SQL, MySQL, ColdFusion, XML and others...
- Served Corporate, Government and Military Contracts
- Contributed to Course Content as Freelance Technical Editor

RCA Records A&R Dept. – Nashville, TN 2003

- Created Client And End-User Manuals using HTML and RoboHelp
- Commented all Source Code for Proprietary Internal Systems using Visual FoxPro
- Wrote The Developers Reference Guide

Optasia Learning Systems – Philadelphia, PA 1999-2000

- Creative Director of Development of a Proprietary Learning Management System
- Created Instructor-Led Classroom Delivery Materials
- Wrote Client and End-User Manuals using HTML and RoboHelp
- Wrote Developers Reference Guide
- Wrote and Illustrated Patent Documentation

Tennessee Bankers Association – Nashville, TN 1996-1999

- Developed Enterprise Learning and Reference Portal for the Association and Member Banks
- Wrote Client and End-User Manuals using HTML and RoboHelp
- Created Developers Reference Guide
- Contributed Articles to Monthly Magazine Regarding Trends in Online Banking
- Trained Bank Employees to manage Web content and Publish Updates.

AGFA ChromaPress Users Group – Regional 1994-1996

- Contributed to User Manuals and FAQ
- Provided detailed QC Analysis and Recommendations
- Attended Regional User Group Sessions to Suggest New Features and Document User Issues
- Developed Training Program and Reference Guide for a Nashville ChromaPress Installation

DEGREES AND CERTIFICATIONS

Learning Tree International 11/96 - 03/03
Professional Certifications

Learning Tree Professional Certifications included four core courses plus two electives.

- Web Development (Planning and Implementation)
- JavaScript Development and Programming
- XML Development and Programming
- E-Commerce Strategy and Implementation

Certified Instructor of 12 Learning Tree courses including Web Development, JavaScript, .NET, ColdFusion, Microsoft SQL Server, XML, and others...

Boston University 1986 - 1991
Bachelor's Degree

Boston University/College of Communications - B.S. Broadcasting & Film w/Minor in English Literature
Graduated Magna Cum Laude

Originally studied at B.U. College of Engineering, but changed major when he saw Photoshop 1.0
Personal Studies in Computer Science, Journalism, Photography, Art, Philosophy, Physics and Astronomy
Employed by the University Publications Dept. as Copy Editor, Layout Artist and Photographer 1989-91
Editorialist and Photographer for The Daily Free Press student newspaper from 1987 to 1991
Varsity Crew Team 86-89

SUMMARY OF TECHNICAL EXPERTISE

- Windows, Mac and Linux OS
- Web Services & Data Architecture
 - IIS & Apache Administration
 - HTML5 / Responsive Design, JavaScript, ASP, SQL, XML
 - Microsoft Access & SQL Server, MySQL, PostGres
- Microsoft Office Suite, Project, Visual FoxPro, etc.
- Documentation Apps & Platforms
 - Atlassian, Confluence, Walk.me, Captivate, ICE Screen Recorder
- Adobe Creative Suite
 - Photoshop, Illustrator, Dreamweaver, etc.
 - Premiere Pro & After Effects
 - Captivate
- Articulate360 - Storyline360/Rise360
- Learning Management Systems
 - Cornerstone, Thinking Cap, et al.