

ABOUT ME

My career has always had a focus on projects which help others grow personally and professionally. I have 20+ years of experience as a Full-Stack Web Developer, Application Developer, Instructional Designer, eLearning Developer, Technical Writer, and Video Producer. I am also on a lifelong journey to continue my own education in sciences, literature, and psychology.

PROFESSIONAL EXPERIENCE

Amazon, Inc. – Nashville, TN 04/2021 – Present

Sr. Instructional Designer, Project Manager, and Learning Technology Developer

- Led the five-member Emerging Countries Instructional Design team. Collaborated with Learning Managers in APAC, LATAM, and MENA to develop onboarding and leader development programs for the Amazon Global Operations Learning and Development team.
- Senior Instructional Designer and Project Lead for Amazon Workforce Staffing Operations L&D to develop onboarding and leader development programs for Global Candidate Services teams.
- Designed, developed, implemented, and reported on instructor-led and self-directed programs using SCORM based tools including Articulate Storyline360 and Rise360.
- Managed translations of training materials to Spanish, Portuguese, Arabic, Tagalog, and Japanese.
- Created knowledge assessments, success metric surveys, data analysis reports, and visual dashboards using Qualtrics, Excel, and Quicksight.
- Managed multiple Learning Management Systems (LMS) in Cornerstone and Thinking Cap.
- Leveraged Generative AI tools to create quiz-builders, data analysis generators, and emotional intelligence applications.
- Founding member of the Amazon Women-In-Leadership program; created internal AWS website to manage mentor matching, schedule group meetings, report on attendance, & collect feedback.

Archer Design Studio – Nashville, TN 02/2020 – 04/2021

Owner / Producer / Developer

- Developed websites, marketing materials, training programs, and documentation projects for several small to medium sized businesses.

Growthbound, LLC – Raleigh, NC 01/2018 – 02/2020

Lead Developer

- Lead software developer for Growthbound Software Architect to develop a Salesforce-based custom application for a financial services startup.
- Created API integrations with invoicing platforms to import daily financing opportunities using Apex coding, XML, JSON, OAuth, SOAP, REST, and the Babelway data transformation platform.
- Created a customer facing financing management system using Salesforce Communities.
- Created a financing calculation system using Flow Designer, Process Builder, Workflow Rules, and Apex code.
- Implemented Pardot Campaigns to drive marketing efforts.
- Trained an outsourced development group to assume ongoing development and maintenance of the application.

Kinetic Media Engine, LLC – Nashville, TN 10/2003 – 01/2018

Owner / Producer / Application Developer

- Created The TalentPro Network, a proprietary industry solution for film/television casting and logistic management using Microsoft ASP and SQL Server technologies.
- Managed sales, customer service, client account management, project management, and front & back-end development.

Learning Tree International – Reston, VA 11/1996 - 03/2003

Freelance Instructor and Technical Editor

- Delivered Instructor-Led trainings and workshops across the US and abroad on subjects including HTML, CSS, JavaScript, ColdFusion, SQL Server, PHP, Apache, eCommerce, and more.
- Contributed to course notes and exercises, edited author drafts, and delivered alpha and beta classes to provide focused feedback for improvement prior to launch.

E2 Interactive / The Veritas Group - New York City, NY 04/00 - 02/01

Executive Producer / Lead Developer

- Established the in-house web development arm of the Veritas Group Advertising Agency.
- Developed protocols, hired account executives and web developers, and implemented project management systems.

Optasia Interactive Learning – Philadelphia, PA 01/99 - 04/00

Creative Director

- Designed and developed an e-learning solution for Optasia's interactive video conference-based training system.
- Led the development of Optasia's learning principles, marketing strategy, and materials.

Dovetail Systems, LLC - Nashville, TN 03/96 - 12/98

Owner / Lead Developer

- Provided creative, marketing, and technology services to financial services businesses.
- Provided creative and technology services to music industry businesses.
- Clients included The TN Bankers' Association and member banks, MCA Records, The Nashville Entertainment Association, RCA Records, Intermedia Cable, and many others.

TECHNICAL EXPERTISE

- **Web Application Development & Data Architecture**
 - AWS Application Development and Cloud Hosting (EC2/RDB/S3)
 - Microsoft IIS & Apache Server Administration
 - HTML5 / CSS Responsive Design, JavaScript, .NET, ASP, SQL, XML
 - Microsoft SQL Server, MySQL, PostGres, Filemaker Pro, ColdFusion
 - API Integration using SOAP, REST, OAuth, JSON, XML, Babelway
- **Microsoft Office Suite**
 - Word, Excel, Access, PowerPoint, Visio, Project, SharePoint
- **Salesforce Development & Administration**
 - Apex, VisualForce, Process Builder, Flow Designer, API Integration
 - Pardot Marketing, Nintex DocGen, Docusign, Other 3rd Party Apps
- **Documentation Apps & Platforms**
 - Jira, Confluence, Walk.me, Captivate, Camtasia
- **eLearning Development Tools and LMS Systems**
 - Articulate360, Rise360, Storyline360, Adobe Captivate, Cornerstone, Thinking Cap
- **Business & Artificial Intelligence**
 - Quicksight, PowerBI, Tableau, Qualtrics
 - ChatGPT, Co-Pilot, Synthesia, MidJourney, VizCom
- **Adobe Creative Cloud Suite**
 - Photoshop, Illustrator, Dreamweaver, InDesign
- **Audio/Video Production & Post-Production**
 - Adobe Premier, After Effects, Avid, Final Cut Pro & Logic Pro (Mac)

DEGREES AND CERTIFICATIONS

Boston University *Bachelor's Degree - Graduated Magna Cum Laude*

- B.S. Broadcasting & Film with a Minor in English Literature

Learning Tree International *Professional Certifications*

- 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.