

OBJECTIVE Leadership position in an organization that welcomes change as a means for survival—to include responsibility for technology integration, human performance improvement, and strategy/vision definition and alignment.

PROFILE Innovative and transformational leader with a “glass half full” attitude. Have learned how to make results, either positive or negative, work for an organization. Self-challenged to produce unique, yet effective solutions and to surpass the expectations of my leaders and peers.

- Able to analyze projects to produce instructionally sound products that are based on measurable learning objectives
- Able to communicate with highly technical and non-technical individuals
- Strive to produce error-free, highest-of-quality, best-of-the-best materials.

EDUCATION **Master of Science** in Instructional Technology and Distance Education – December 2006

- Cumulative GPA: 4.0
- Fischler School of Education and Human Services;
Nova Southeastern University, North Miami Beach, Florida

Bachelor of Arts in Corporate Media – December 1998

- College of Communication, Information, and Media;
Ball State University, Muncie, Indiana

Federal Security Clearance

- Granted March 2003

International Society of Performance Improvement (ISPI)

- Member since January 2004

Interpersonal Management Skills (IMS) – May 2001

- Achieve Global

Accelerated Learning Workshop – January 2001

- The Center for Accelerated Learning

SKILLS	Professional	Functional	Technical
	Leadership	Analysis	Adobe Creative Suite
	Listening	Design	HTML
	Multitasking	Development	Macromedia Dreamweaver
	Organization	eLearning	Macromedia Flash
	Partnering	Evaluation	Microsoft FrontPage
	Planning	Implementation	Microsoft InfoPath
	Research	Instruction	Microsoft Office
	Self-Driven	Instructional Design	Microsoft Project
	Time Management	Storyboarding	Microsoft SharePoint
	Visioning		SnagIt

EXPERIENCE**March '06 – Present *Instructional Designer – Wyndham Vacation Ownership Orlando, FL***

As an Instructional Designer, I create and maintain training curriculums and documentation in support of the Contact Center. In addition to this function, I am a catalyst for change in the organization. Initiatives I am involved in are changing the image of the organization and carving the path for future success.

Initiatives and projects include:

- Contact Center new hire curriculum revision. The five-week new hire orientation program suffered from undefined learning objectives and instructional challenges. Initially, this program needed to be revived and brought up to date. This included redesigning the materials, implementing consistency in the materials, and maintaining the materials as the organization changed around it. Future plans for this orientation program include a complete revamp that will address many of the foundational weaknesses that still exist.
- Owner Care Excellence program. The transition to the Wyndham brand has brought with it a need to redefine the customer service philosophy strived for at Wyndham Vacation Ownership. Working with an external lead consultant, brand management, and owner communications, we are laying the foundation for a customer service philosophy that aligns with the Wyndham brand and organizational vision.
- Call Monitoring program. The geographic separation of the Contact Centers presents an opportunity for inconsistent call quality. To overcome this, a corporate-wide monitoring program has been designed. One key tool is a rubric that defines 11 levels of observable behavior for 20 varying call actions. The successful implementation of this rubric is the first step towards assuring consistent call quality.

November '05 – March '06 *Advanced Instructional Designer – Carley Corporation Orlando, FL*

As an Advanced Instructional Designer, I created instructional solutions for Carley Corporation customers. Most solutions were either web-based training or used media (computers and simulations) as part of the instructional technology. Projects included:

- Curriculum revision/enhancement of Navy Anti-Submarine Warfare Evaluator (ASWE) curriculum. Carley Corporation was tasked to revise/enhance the existing curriculum by changing one of four weeks of the instructor-led curriculum into computer-based training. Using the existing terminal and enabling objectives I designed a new curriculum structure that effectively moved nearly 40 hours of instruction from instructor-led to a computer-based instructional technology.

February '03 – October '05 *Communications Specialist – Lockheed Martin Orlando, FL*

As a Communications Specialist, I helped the Communications Department produce: training materials, new business proposals, Intranet websites, external Internet websites, and various other products and tools that fostered communication within the company. On a daily basis I consulted with fellow employees on methods and designs to further expand company communications; administered multiple Microsoft SharePoint sites; maintained training materials for SharePoint and a Lockheed Martin proprietary proposal development tool—the Integrated Proposal Management System (IPMS); and provided editorial support to colleagues. Some of my major achievements were:

- Launched a SharePoint site called the Virtual Proposal Center (VPC) where essential proposal information was used by proposal teams. This project included learning SharePoint, developing administrator and end-user training, and continued daily support for all users. After one year, the VPC was recognized as a required tool by Business Development and many product teams.
- Conducted many multi-day training sessions for administrators of IPMS. These sessions consisted of lecture, discussion, demonstration, and hands-on activities for all tasks within the system. Also acted as a daily resource for all users of IPMS across the corporation.

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EXPERIENCE (continued)**November '01 – February '03****Unemployed**

Due to company issues, Global Crossing eliminated my position and severed my employment. During this time I explored career opportunities throughout the U.S. and relocated to Orlando, Florida. Through basic activities I stayed current with training techniques and maintained my technical skills.

April '01 – November '01 Curriculum Development Specialist – Global Crossing Bingham Farms, MI

As a Curriculum Development Specialist, I assisted with the training initiatives of the Systems group. On a daily basis I provided training expertise to call centers, provisioning, field technicians, and management. I had two major accomplishments while at Global Crossing:

- Managed the training program for the launch of IMPROV, a company-wide provisioning system. This project included coordinating the development of: a web-based training module with a supplier and providing the instructional design; paper-based training materials with another supplier and assisting the trainers with their own instructor materials; and the communication between the technical, creative, and management teams so that everyone's needs were understood and addressed. Following the U.S. launch of IMPROV I successfully developed the design document for the international training materials which had the potential to reach 10,000 users.
- Applied the Analysis, Design, Development, Implementation, and Evaluation (ADDIE) design model and incorporated Accelerated Learning techniques to create a 2-Day Instructor-Led Troubleshooting course for an international Call Center.

August '99 – April '01**Technical Writer/Instructional Designer – TTi****Rochester Hills, MI**

As a Technical Writer/Instructional Designer I developed training materials for TTi's customers. My major accomplishments were:

- Revamped a Volkswagen diesel engine troubleshooting course which required multiple visits to a remote location to get hands-on experience with the diesel engine. Full course materials included a prerequisite self-study program, instructor-led student guide with activities, and instructor-led instructor guide.
- Revamped a Sears Tire Group set of training materials based on the services the department offered which required extensive research on basic automotive technology and extensive re-layout and composition of the electronic files. Full course materials included an associate guide, associate workbook, and manager guide.
- Created a Ford Motor Company distance learning program for safety and restraint systems on a variety of vehicles which required multiple visits to a test facility to verify technical accuracy and instructional validity. Full course materials included a student guide, instructor guide, and laser-disc instructor materials.
- Completed a Ford Motor Company troubleshooting and diagnostic manual for one vehicle model which included incorporating electrical schematics and step-by-step instructions for proper diagnosis. Full materials included multiple binders of procedures and schematics.