

## Profile

An energetic and creative eLearning professional with more than 18 years experience. I have a passion for designing interactive, engaging, and effective training solutions for global and mobile workforces, and consider myself a lifelong learner. I am also a proven leader of outstanding professionals

## Expertise and Skills

Instructional Design	Project Management	Technical Communication	Team Leadership
eLearning Development	Collaboration	Website Design	Client Communication
Needs Analysis	Graphic Design	Social Media	Content Localization

## Work Experience

### Learning Center and Support Manager

PolicyStat, LLC | 2/2015 - Present

- Supervise and manage a team of six, including hiring of all current team members
- Develop and deploy onboarding curriculums for clients and staff
- Reducing support ticket response times and response accuracy through agent training, coaching, and team troubleshooting efforts
- Mentoring and coaching of new staff members across all of the organization
- Instituted, developed, and maximized client resources by creating all aspects of the PolicyStat Learning Center
- Introduced interactive eLearning tutorials that set new standards for user engagement
- Development and facilitation of a monthly Instructor-led webinar series curriculum including scripts, presentations, handouts, and recordings
- Leading ongoing unification efforts of support, training, and onboarding teams across multiple offices, including local and international
- Standardized processes and procedures for the Learning Center & Support teams
- Facilitating client discussions in the our User Community and User Conference
- Ongoing research and application of best-practices in adult learning, eLearning, multimedia, training, and graphic design
- Organizing client communication efforts via monthly update newsletters, a product update blog, and a monthly feature review webinar
- Utilizing project management methods to maintain timelines and project scope during the development of the Learning Center and Onboarding projects
- Co-founded and facilitated the Volunteerism Inspires PolicyStat (VIP) committee  
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## Development Tools

- ### eLearning
- Adobe Captivate
  - Articulate Storyline
  - TechSmith Camtasia
  - Learning Management Systems (LMS)
  - WalkMe
- ### Multimedia
- SnagIt
  - Photoshop
  - Audacity
  - Adobe Illustrator
  - Adobe Soundbooth
  - Adobe Creative Suite
  - Adobe Premiere
- ### Communications
- Trello
  - WordPress
  - GitHub
  - Google Suite
  - MailChimp
  - Slack
  - HipChat

## Work Experience (cont.)

### Instructional Designer / Web Course Developer

URS Corporation | 07/2008 – 02/2015

- Developed creative, learner focused eLearning from outline to LMS deployment
- Designed, developed, and facilitated multiple webinars for global audiences
- Reviewed and refined training to improve interactivity and retention
- Advanced multimedia efforts including producing course audio and graphics
- Localized and accommodated training for international users
- Teamed with world-wide subject matter experts to improve training accuracy and achieve business goals
- Introduced topics of and facilitated team implementation of gamification, mLearning (mobile learning), webinars, and instructional design best practices for the team
- Championed the transition for course development from using Flash to Adobe Captivate and Articulate Storyline
- Conducted needs analysis through research and interviews to maximize impact of training
- Conducted regular evaluations of the impact of deployed training
- Revised and redeployed course curriculum if required on feedback from users and other experts

### Special Education Teacher

Eaglecrest High School; Cherry Creek School District; Aurora, CO | 08/2003 – 07/2008

- Developed and pioneered the TRAILS behavioral support program for students with emotional and behavioral challenges
- Established personalized learning environments for both classroom and online that addressed individual user needs
- Oversight and management of paraprofessional staff

## Education

**M.A. Education - Information and Learning Tech** | Univ. of Colorado – Denver (2009)

**B.S. Education – Special Education** | Univ. of Wisconsin – Whitewater (2001)

## Volunteer Partners

- [TechPoint Foundation for Youth](#)
- [Westfield Education Foundation](#)
- [Kiwans of Westfield](#)
- [Timmy Global Health](#)
- [Westfield Youth Soccer Association](#)
- [Westfield Washington Schools](#)
- [Bethel Lutheran Church](#)
- [Gift of Water](#)