

## 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

### Training and Development Manager

Springbuk, Inc. | 2/2019 – Present

- Develop and grow the Springbuk University internal platform to provide and promote continual training and growth of employees of Springbuk
- Create and maximize onboarding training and resources for new employees
- Oversaw bi-annual review process and created training for using the review tool
- Produce and narrate engaging and impactful instructional videos
- Produce technical, professional, and leadership development training
- Delivery of instructor-led technical training and professional coaching in classroom and webinar environments

### Learning Center and Support Manager

PolicyStat, LLC | 2/2015 - 2/2019

- Supervised and managed a team of six
- Developed and deployed onboarding curriculums for clients and staff
- Reduced support ticket response times and response accuracy through agent training, coaching, and team troubleshooting efforts
- Developed and maintained product training through the PolicyStat Learning Center
- Development and facilitation of a monthly instructor-led webinar series curriculum
- Led client communication efforts via monthly update newsletters, product update blog, and a monthly feature review webinar
- Utilized project management methods to maintain timelines and project scope during the development of the Learning Center and Onboarding projects

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## Development Tools

### eLearning

- Adobe Captivate
- Articulate Storyline
- TechSmith Camtasia
- Learning Management Systems (LMS)
- WalkMe

### Multimedia

- TechSmith Snagit
- Adobe Photoshop
- Audacity
- Adobe Illustrator
- Adobe Soundbooth
- Adobe Creative Suite
- Adobe Premiere

### Communications

- Trello
- Typeform
- Zoom
- GoToMeeting
- WordPress
- GitHub
- Google Sites
- Google Suite
- MailChimp
- Slack



## Work Experience (continued)

### 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](#)

