

Summary

Instructional technologist specializing in adult training and performance support with twelve years experience in global high-tech industries. Expertise includes information design and online learning. Additional experience includes developing content and information delivery systems. Proven initiator with effective project management, analytical, technical and communication skills. Employs a systemic approach to identifying problems and systematic approach to solving them.

Experience

Agilent Technologies, Santa Rosa, CA. 2000-2003

IT Process Engineer

2000-2003

Investigated, designed and developed standardized processes and tools used by IT to increase efficiency and effectiveness. Project management consultant for IT project teams.

- Investigated industry best practices in knowledge management, Agilent's current practices and future needs to propose knowledge management structure for IT. Information was used by CIO staff as a knowledge retention strategy.
- Researched IT Business Planning software considered by CIO staff as enterprise wide project management and reporting tool.
- Developed IT Education Toolkit used to meet training deadlines for large-scale project implementations. Provided instructional design templates and WebEx and PlaceWare scripts for content owners.
- Led global teams to create and maintain web sites that supported easy access to highest priority information. Developed information structures, and templates for content owners. Provided consulting for web site evaluation.
- Researched content management systems to provide strategy and budget information to CIO staff for a job support database for operational employees.

Hewlett Packard, Santa Rosa, CA. 1991-2000

Manufacturing Education Consultant

1998-2000

Improved manufacturing productivity through the optimized use of technology based training products and procedures.

- Evaluated New Product Introduction training and recommended changes that would increase the quality of information transfer from R&D to Manufacturing.
- Investigated and recommended purchase of computer and video hardware and software to increase capture and re-use of new product training. Consulted on use of computer equipment and complimentary learning strategies.
- Designed and delivered learning theory classes for manufacturing training coordinators that increased their ability to develop effective solutions.
- Managed the technical development of online career management database for manufacturing employees. Database was used by managers and employees for development planning.
- Designed and developed computer based training and web based training for manufacturing departments.

Education Consultant

(1995-1998)

Addressed employee performance issues with cost-effective, appropriate educational solutions.

- Developed career management materials for all employees that emphasized employee ownership of their professional development. Defined responsibilities for employees and company and a career management process.
- Managed the design, development and delivery of supervisor training on development planning and career management.
- Outsourced PC training, which increased quality and quantity of available classes and reduced training coordinator workload.
- Created The Learning Network; network delivery of PC and technical self-paced training with web based catalogs and check out procedures. Provided training resources for remote employees.

Education Program Manager

(1994-1995)

Program manager for HP's Career Self-Reliance program.

- Investigated industry career development programs to develop HP's official career management strategy. Managed the initial design of HP's online career development system including \$300,000 budget and contract negotiations.
- Designed a content management system using Lotus Notes that provided Education managers with inexpensive and current course materials.
- Developed HP's performance management course. Created reference materials for performance management system.

Customer Education Program Manager

1991-1994

Program manager for Customer Education product line(\$8M).

- Managed customer education process for 17 divisions.
- Developed course pricing model.
- Wrote news articles, catalog pages, data sheets, newsletters and developed computer-based-training marketing tools.

Education

M.S. Performance and Instructional Technology, Boise State University.
Electrical Engineering Certificate, California State University, Northridge, 40 units of electrical engineering classes.
B.A. Sociology, Sangamon State University (GPA 3.8/4.0)

Skills

Microsoft Office, Access, Toolbook, Paint Shop Pro, Lotus Notes, FrontPage, Dreamweaver, Fortran, Visual Basic, Cold Fusion

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