

Qualifications

- Microsoft Certified Application Specialist.
- Creative in solving problems and maximizing resources.
- Proven ability to manage a project to completion- meeting deadlines and within budget.
- Adaptable and quick to learn new skills, techniques, and software programs.
- Experience: Over 10 years in training, management, video production, web development and graphics.

Professional Experience

AHA MOMENTS, *Consultant*, San Francisco, CA/ Portland, ME

2007-Current

Instructional Development & Design

AppSense

- Challenge: To turn current webinars into a SCORM-compliant, self-paced tutorial and upload to LMS.
- Accomplished: taught current trainers to record lectures, edited the audio to optimize sound quality, timed with PowerPoint slides, and added video of screen recordings when needed.
- Worked with NetExam to make compatible with their product.

fifthP

- Challenge: to use Articulate Storyline and Articulate Studio to clean up/update trainings created by others
- Accomplished: used clean graphics and new photos for an updated look. Also developed a new flow and navigation structure to give the learner a more interactive and thoughtful experience.

eCurious

- Challenge: Take an infographic and make it into a 3 min video with voice over to be shown across many countries.
- Accomplished: used animation of elements and text to create a peppy video that can be understood by the entire international viewing audience.

EHow

- Challenge: To create multiple videos using Microsoft Office 1998-2013
- Accomplished: breakdown each "how to" into easy to follow steps, concise directions, and humor when possible
- Chosen to be featured in 2 video "series": http://www.ehow.com/contributor/jesica_garrou/

Grill Ventures

- Challenge: To turn an "e-book" style training into an effective and interactive e-learning and mobile friendly experience
- Accomplishing: Keep the learner engaged and learning by using questions and activities before each section to challenge learner to think first (and even be wrong)
- Replace paragraphs with bullet points. Fill text in with Voice Over and/or closed captions
- Create 3-D model characters to be posed in any position with any expression to add constancy, visual description and even humor.

Say It Social

- Challenge: To create an interactive e-learning course about Social Media and how it can be utilized by the client
- Worked with script writer to create a series of interactive and scenario based scripts
- Used Captivate, Flash, Photoshop and Adobe After Effects to create the course
- HTML 5 and SCORM compliant

ManoByte

- Challenge: To fix the e-learning product for Manobyte's client, Dupont
- Analyzed Dupont's comments and decided to redo 95% of the graphics and the "project flow"
- Created custom images and buttons. Adjusted the placement of the buttons and added responses to develop the branching required to achieve Dupont's goals

Winston Retail Solutions (*with KJ Learning Solutions*)

- Challenge: create a hands-on, interactive web-based tutorial of Folding and Displaying Clothing
- Accomplished by creating Flash videos, drag-and-drop games, ask-and-respond scenarios, and humorous voice-over
- Client now promoting our training program system to sell to their clients
- Software: Captivate 5, Flash, AS 3 programming, Soundbooth, Photoshop, Adobe Acrobat, and PowerPoint

Digital Schools (*with KJ Learning Solutions*)

- Challenge: to propose a method of creating training program for internal and external use
- Accomplished with surveys to current users, research of various training design software and LMS solutions, and analysis of the software and its particular components

SalesFocus Solutions

- Challenge: to design a Profitable Client Training Department
- Researched software & training systems including Captivate, Adobe Connect Pro, Presenter, & Camtasia
- Created proposal for training program including in-person, online & tutorial based training
- Budget showed Training Department turning a profit in 1 year

UNIVERSAL MORTGAGE & SALES, *Training & Recruiting Manager*, San Francisco, CA 2006-2007

- Designed training programs and materials for experienced & new sales team members, using Addie and other blended-learning techniques.
- Create team-building opportunities to strengthen the entire company.
- Classes included various approaches to accommodate many learning styles including reading materials, games and activities, class discussions, and dynamic public speaking.
- Training programs increased production by an average of over 40% per attendee.
- Found and coordinated guest speakers for each training class.
- Wrote, illustrated & produced training manuals for 5 classes.

COLDWELL BANKER HOWARD PERRY & WALSTON, *REALTOR*®, Raleigh, NC 2002-2006

- Train new & experienced agents on presentation and sales techniques.
- Enhanced the Marketing and Technology portion of the New Agent Training program.
- Decreased the technology learning curve for new agents by 30%.
- Increased the commission percentage of new agents first 3 listings 140%.
- Consistently take 7% commission on listings in a competitive 5% commission market.
- Appointed member of the Marketing and IT Agent Council & the Community Charitable Committee.
- Awards: Personal Promotion Associate, Market Title Award, Gold Listing Associate, Silver Sales Associate, and Crystal Society.

Technology

PC & Mac Proficient.

Extensive experience with many software programs including:

E-learning software including Captivate 7, 7 & 8, Articulate Studio and Articulate Storyline

All Microsoft Office products such as Outlook, Word, Access, and PowerPoint

Technical writing Adobe InCopy, InDesign, and Acrobat

Web Conferencing applications including Webex, GoToMeeting, and Skype

Graphic software such as Adobe Photoshop, Illustrator, and InDesign

Video/Audio Production including Adobe Audition, Media Encoder, and Premier Pro

Web development programs including HTML5, CSS, Java Script, and Flash

Quick to learn new software programs and systems.

Education

FRANKLIN PIERCE UNIVERSITY- Rindge, New Hampshire

BA Degree, Mass Communications / Theatre- Graduated Magna Cum Laude from the Honors Program.

1997

Awards and Scholarships

- NH Association of Broadcasters award- 3 years
- King Family Foundation Scholarship
- 3.67 GPA
- President's Achievement Award- 4 years
- Mass Communication Department Award

Study Abroad

- RICHMOND INTERNATIONAL COLLEGE- London, England
- NATIONAL THEATRE INSTITUTE- Stratford-upon-Avon, England & Waterford, CT

Other Affiliations & Certifications

- Microsoft Certified Application Specialist
- Online Course Development, Academy of Art University (AAU)
- Training Certificate, American Society of Trainers and Developers (now ATD)

Please visit www.AhaMomentsTraining.com for samples.