

CAREER SUMMARY

A **Senior Learning and Instructional Designer** with 14 years of experience developing, delivering and administrating eLearning and instructor-led training for seven projects. Valuable team player with proven abilities to collaborate, communicate, and deliver timely results for national and international clients. Experience in manufacturing, public sector and retail sector.

TECHNICAL EXPERTISE

eLearning & Multimedia: Adobe Captivate, Articulate Storyline, Adobe Photoshop, Microsoft Office, SharePoint, Soundbooth, Final Cut Pro X, Illustrator, InDesign, Camtasia, FastStone, Snag-it, Audacity, Moodle, Corner Stone Learning Management System, SkillPort Learning Management System, virtual training (SkillPort/Raindance/WebEx,) photography, audio file creation and video creation.

BUSINESS EXPERIENCE

OWNER/PRESIDENT – RS LEARNING SERVICES INC.

ROLE: SENIOR INSTRUCTIONAL DESIGNER

2015 – PRESENT

Clients: Canadian General Tower (Manufacturing), HR Transformations (ERP Project), Longo's (Retail)

Managed and developed eLearning solution with media for plant wide training, including development of course material, video and image editing, knowledge transfer and training support. Developed training documentation for hybris SAP e-commerce software implementation in the retail sector, including development of course material, course curriculum, course matrix, training schedule and course evaluations. Worked closely with business and development partner to ensure accuracy in training documentation.

- eLearning development
- Testing and implementation of eLearning solution to user community
- Project Management
- Training support
- Video and image shooting and editing
- Created SAP training simulations and exercises SD Module
- Training development, delivery and support for Super Users and end-user community
- Created hybris training materials (Customer Service Cockpit, Product Cockpit, WCMS Cockpit, hMC and hybris Backoffice)

OWNER/PRESIDENT – RS LEARNING SERVICES INC.

ROLE: TECHNICAL WRITER/TRAINING SPECIALIST

2013 – 2015

Clients include: WSIB, Deloitte Canada

Developed training documentation for ACES implementation, including system activities, training modules and web based eLearning. Worked closely with the client subject matter experts to ensure business processes aligned to system activities.

- Created System Activities to document system functionality
- Created user manuals for Case Management System
- Created library of video demonstrations for system activities
- Facilitated demos of the system to Skills Development, Business Readiness and Business Acceptance Testing teams
- Worked with Business Readiness to align process documents to system activities
- Knowledge transfer of system activities to Skills Development team
- eLearning development, testing and deployment

OWNER/PRESIDENT – RS LEARNING SERVICES INC.

ROLE: ERP TRAINING DEVELOPER

2011 – 2013

Clients include: Westeel (Manufacturing), Vicwest (Manufacturing), Lakeridge Health Hospital, North York General Hospital, Plexxus (Warehouse and Distribution/Public)

Developed Training material for SAP implementation, including training modules, web based eLearning and company process documentation. Delivered SAP classroom training to end-users and provided end-user support for SAP implementations.

- Training development, delivery and support
 - End-user guides, process documentation, job-aids and catalogue of materials
 - eLearning development, testing and deployment
 - SAP training materials for SAP modules (PP, MM, SD, FICO, e-Req)
- Supported SAP implementation for all clients
- Supported training administration
- Performed knowledge transfer of training documentation to trainers
- Provided IT support

RR DONNELLEY

1998 – 2011

A fortune 500 company that provides global integrated communications and develops custom communication solutions. Draws on the range of proprietary and commercially available digital technologies to provide premedia, printing, logistics and business process outsourcing services to clients worldwide.

Skills Development Specialist, 2003 – 2011

Developed web based eLearning in a team environment and collaborating with clients. Managed the implementation of courses, and supported eLearning environment for over 600 employees. Delivered training both on-line and in a classroom environment.

- Developed web based eLearning in a team environment by collaborating with clients and using industry leading software to deliver relevant and engaging courses to users, reducing classroom time and travel costs
- Supported the Learning Content & Management System (LMS) by uploading courses, managing users and troubleshooting technical issues which reduced costs that were incurred by previously using 3rd party vendor support
- Developed, prepared and implemented training needs analysis, worked with management team to create appropriate curriculum which was rolled out company wide
- Created, prepared and maintained training materials to support curriculum. Developed ‘quick reference guides’ by working closely with subject matter experts to gather tips/techniques to distribute to staff/clients, to share knowledge in a time efficient manner
- Conducted internal QA of training materials on a regular basis to ensure error free and high quality of material before final delivery to client
- Developed self-paced Virtual Learning Environments which decreased classroom time and reduced costs
- Developed and delivered Train-the-Trainer sessions with job aids and provided one-on-one consulting to senior employees, for them to train smaller groups when needed
- Administered Training Metrics and Assessments (Skills) program which assessed employees on an annual basis and helped target future training needs
- Training/support delivered in India, Detroit, Washington DC, Phoenix, Calgary, Montreal and Vancouver to teach new software and processes and ensure consistency
- Maintained classroom workstation functionality, connectivity to peripheral devices and ensured that essential software/hardware was installed on all workstations
- Coordinated training sessions for 24/7 company
- Develop system data requirements to support exercise guides

PROFESSIONAL EDUCATION

Certificate in Adult Education from Sheridan College

- Portfolio Review and Practicum – Adult Education Program (Sheridan College) 2017
- Overview of Assessment and Evaluation – Adult Education Program (Sheridan College) 2016
- Trends and Issues in Adult Learning – Adult Education Program (Sheridan College) 2016
- Foundations in Entrepreneurial Management (University of Toronto) 2015
- Instructional Strategies – Adult Education Program (Sheridan College) 2015
- Curriculum Plan and Design – Adult Education Program (Sheridan College) 2014
- Introduction to Adult Learning – Adult Education Program (Sheridan College) 2012
- Adobe Photoshop Fundamentals, Advanced and Intermediate (Sheridan College) 2010
- Microsoft SharePoint 2008
- Microsoft Office Suite of Applications 2003
- HTML Basic & Enhanced 2000
- Basics to HTML 1998