

Objective

A challenging position that utilizes my skills and interests in computer based training and the psychology of learning. This opportunity should have ample opportunities for advancement that would allow a dedicated individual with emerging leadership skills the ability to grow and achieve within the company.

Education

University of North Texas, Denton, TX

Masters of Science, Computer Education and Cognitive Systems

December, 1999

Instructional Design Methodologies; Computer Based Training Methodologies; Learning Theory; Cognitive Psychology; Statistics; Research Methods; Organizational Behavior. Specialization in Human/Computer Interactions; Graduated in top 10% of the program

Lyon College, Batesville, AR

Bachelor of Arts, Psychology

June, 1994

Graduated Cum Laude; Received Psychology Book Award; Presentation on Volunteer Screening and Profiling at state-wide conference

Professional Experience

ECOM Ppo, Inc., Dallas, TX

May 2005-Present

Technical Writer / Web Developer

Responsibilities:

- Led employee training sessions when new applications were introduced.
- Created training materials, including manuals, interactive exercises and software demonstrations.
- Responsible for the evaluation and determination of business requirements for software development requests. Worked with Team Leaders in each department to understand the application requirements.
- Created mock-up designs of the applications for further discussion with Team Leaders prior to creating a Technical Specifications.
- Reviewed and rewrote heavily used applications for both internal and external users to decrease the number of timeouts and errors occurring. Significantly reduced the number of tickets coming into the web support team.
- Redesigned the marketing application interface to assist the marketing team in the organization and processing of large amounts for analysis. This reduced time per file, as well as the number of help requests sent to the Support Team.
- Created analysis reports for business leaders using SQL Server and the ASP.Net 2.0 Reporting Components.

ARGO Data, Inc., Dallas, TX
July 2003-May 2005

Learning Management Specialist

Responsibilities:

- Led company wide training sessions for new employees on Effective UI Design.
- Researched company options for CBT module development, and presented recommendations to company leaders.
- Review and update User Interfaces for web based applications
- Presented company leaders with application UI Design recommendations.
- Created Sales Demonstrations with Robodemo (Captivate)
- Reviewed Learning Management Systems.

Healthaxis, Dallas, TX
July 2000 – July 2003

Senior Programmer Analyst

Responsibilities:

- Led various training courses for staff throughout the year, including coding standards for ASP and XSL, and introduction to company specific engines which are used in all development work
- Manage two applications used throughout the company as building blocks for development. Responsible for documentation, enhancements, and maintenance of current code as the Engine Owner
- Technical Lead on multiple projects, responsible for communication to Business Analysts and management of application through testing environments
- Develop 3-Tiered solutions in Windows 2000 environment using XML, XSL, COM, and ASP within a team environment using tools such as SourceSafe, Documentation Methodology, and standard coding methods
- Reduced estimated completion time by 60% for XSL creation through use of standardized templates, training, and documentation

Larson Multimedia, Dallas, TX
1998-2000

E-Learning Production Manager

Responsibilities:

- Acted as client contact for all internet projects
- Managed quality assurance contractors and authored communication tools to expedite the resolution process.
- Managed production team and set project timelines for all of our internet clients.
- Produced client prototypes based on business requirements
- Implemented streaming media, database driven pages, templates, and e-commerce plug-ins according to budget and client specifications
- Reviewed, authored storyboards for training materials.
- Managed Error Resolution/Validation processes for all projects

Zane Interactive Publishing, Dallas, TX
1996-1998

E-Learning Production Lead

Responsibilities:

- Processed source data for use in multimedia projects
- Analyzed production process and increased efficiency through documentation, standards, and training
- Manipulated and managed image libraries using Adobe Photoshop and Image Alchemy
- Authored WordBasic macros to automate production tasks
- Managed the final sign off, replication, and archiving of projects
- Produced over 300 Educational CD-ROM titles

References

References are available upon request.