

**Profession:** Instructional Designer/eLearning Developer. I am versatile, results-oriented, and possess strong writing, communication, organizational, and creative abilities. I have a background in education, sales, and interactive training.

**Strengths:** Working with ideas, words, images, and people to get the project done.

#### *Interactive/Internet/Multimedia*

- **eLearning and ILT** using Flash, Captivate, Illustrator, PowerPoint, Articulate and other tools for Genentech/Roche. Courses for general and technical audiences in a highly regulated industry (2008 to 2012).
- **eLearning**, Web-based design and development using Dreamweaver, Photoshop, Flash, and Captivate. Designed and developed interactive eLearning courseware for AAA. Courses for new enterprise membership and insurance systems, CRM applications, as well as scenario-based, soft-skills training (2004 - 2008).
- **To The Point**, Web-based training/presentation scripts for Sun Microsystems (2001-2003).
- **Signio Customer Support Subsite** for Signio.com and Lloyd, Ritter (1999-2000).
- **Signio/TeleCheck Check Processing Web Site Requirements** for Signio.com and Lloyd, Ritter (1999-2000).
- **TechHub 4**, multimedia CDROM training for HMG/Wilson Learning and Sun Microsystems. (1999).
- **On Track**, software demo marketing script for Action Technologies and Lloyd, Ritter (1997).
- **Chief Technical Officer Sessions**, web content for Sun Microsystems (1996).
- **California State Automobile Association**, multimedia scripts for CSAA and Dublin Group (1994-1995).
- **DC Electronics**, eleven interactive video scripts for IVES, Inc (1991).
- **MPE-XL CBT Course**, computer-based training course for Hewlett-Packard (1989).

#### *Training Materials/User Guides*

- **OJTs, Job Aids, and Participant Guides** for Genentech, Inc. (2008 to 2012).
- **DCOS User Training**, instructor and participant guides for Lasselle-Ramsay and Centrata, Inc. (2001-2002).
- **Signio/QuickBooks Merchant Account Service User Guide** for Signio.com and Lloyd, Ritter (1999-2000)
- **Signio Manager User Guide** for Signio.com and Lloyd, Ritter (1999-2000).
- **Manufacturing Logistics**, SAP instructor and participant guides for Acuson / Dublin Group (1998).
- **Customer Master Processing**, SAP instructor and participant guides for Acuson / Dublin Group (1998).
- **Order Processing**, SAP instructor and participant guides for Acuson / Dublin Group (1998).
- **Delivery, Picking, and Goods Issue**, SAP training guides for Acuson / Dublin Group (1998).
- **Mortgage Banking Training**, instructor and participant guides for B of A /Dublin Group (1997-98).
- **FRM Workstation Training**, instructor and participant guides for B of A /Dublin Group (1997).
- **Financial Relationship Manager**, training design for B of A/Dublin Group (1997).
- **Solaris System Administration Test**, user's guides for SunSoft's performance CD-ROM test (1996).
- **Olsten Net Works**, health care database software user's guide for Olsten and Dublin Group (1996).
- **Oracle Database Training**, curriculum design for Silicon Graphics/Dublin Group (1995).
- **Recognizing Physical Damage Claims**, multimedia script and evaluations for CSAA /Dublin Group (1994).
- **Recognizing All Risks Claims**, multimedia script and evaluations for CSAA /Dublin Group (1994).
- **Determining Coverage: Practice Scenarios**, multimedia scripts for CSAA and Dublin Group (1994).
- **Migrating to SYBASE SQL Server 10**, workbook for the Cooperative Media Group (1993).
- **Sales Coach** for Bank of America. Taught sales techniques to Preferred Banking Officer candidates, using role-playing exercises which were videotaped and critiqued (1991-1993).
- **Managing A Successful Branch**, instructor and participant guides for Bank of America (1990).
- **Developing A Sales Plan**, instructor and participant guides for Bank of America (1990).

#### *Video/Broadcast*

- **Compensation & Coverage**, satellite TV broadcast scripts for SunBTV/Sun Microsystems (2001).
- **Global Enterprise Tracking System**, satellite TV broadcast scripts for SunBTV/Sun Microsystems (1999).
- **Clustering and Availability**, satellite TV broadcast scripts for SunBTV/Sun Microsystems (1999).
- **Solaris Resource Manager**, satellite TV broadcast scripts for SunBTV/Sun Microsystems (1999).
- **Sun Enterprise SyMon**, satellite TV broadcast scripts for SunBTV/Sun Microsystems (1999).
- **Interoperability**, satellite TV broadcast scripts for SunBTV/Sun Microsystems (1999).
- **Mail and Messaging**, satellite TV broadcast scripts for SunBTV/Sun Microsystems (1998).

- *New Ultracomputing Solutions*, video script for Sun Microsystems and Monolith Media (1997).
- *Ultra Enterprise 450 / Software Solutions*, video script for Sun Microsystems and Monolith Media (1997).
- *High End Server Computing*, video script for Sun Microsystems and Monolith Media (1996).
- *Java Enterprise Computing*, video script for Sun Microsystems and Monolith Media (1996).
- *Remote Java Enterprise Solutions*, video script for Sun Microsystems and Monolith Media (1996).
- *Data Center: 10K & Storage/Security*, video script for Sun Microsystems and Monolith Media (1996).
- *Austin-Hayne Employee Appraiser*, video vignettes for KCSM-TV (1996).
- *PeopleSoft*, five marketing video scripts for PeopleSoft and the Cooperative Media Group (1995).
- *Video Producer CD-ROM*, marketing video script for the Cooperative Media Group (1994).
- *Introducing Belmont Hills Hospital*, marketing video script for Belmont Hills Hospital (1993).
- *Contract Education*, promotional video script for EdNet/State of California (1992).
- *Kickoff for the IBM Western Area*, internal marketing video script for IBM (1992).
- *Our Earth: Rocks and Minerals of the Earth's Crust*, telecourse for KCSM-TV (1992).
- *Our Earth: Global Tectonics, Seismic Waves and the Earth's Interior*, telecourse for KCSM-TV (1992).
- *Our Earth: Volcanoes and Volcanism*, telecourse for KCSM-TV (1991).
- *DC Electronics: Ohm's Law and Power*, video script for IVES, Inc (1991).
- *DC Electronics: Voltmeters, Ohmmeters, and Multimeters*, video script for IVES, Inc (1991).
- *DC Electronics: Inductance and Inductors*, video script for IVES, Inc (1991).
- *DC Electronics: Capacitance and Capacitors*, video script for IVES, Inc (1991).
- *DC Electronics: Four Basic Electrical Concepts*, video script for IVES, Inc. (1991).
- *DC Electronics: Electronics Notation Systems*, video script for IVES, Inc. (1991).
- *DC Electronics: Components, Symbols and Diagrams*, video script for IVES, Inc. (1991).
- *DC Electronics: Current Flow and the Electric Circuit*, video script for IVES, Inc. (1990).
- *DC Electronics: Electromotive Force and Voltage Sources*, video script for IVES, Inc. (1990).
- *DC Electronics: Voltage Sources in Simple Circuits*, video script for IVES, Inc. (1990).
- *DC Electronics: Introduction to Electricity and Electronics*, video script for IVES, Inc. (1990).

#### Miscellaneous

- *The Uplands*, documentary about Templeton Crocker and his Renaissance mansion for KCSM-TV (1993).
- *The The's*, collection of short short stories. (1992).
- *The World Mythologist's Notebook*, articles on various characters from mythology (1990).
- *Interactive Training*, an article published in *The Multimedia and Videodisc Monitor* (1990).
- *Aesop*, a screenplay about the life and times of Aesop. (1988).
- *Poetry*, collection of poems (1971-1981).

#### Employee Work Experience

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##### **Training Developer/Facilitator** (2/2001-5/2001) *Loudcloud, Inc. Sunnyvale, CA*

Created and delivered internal technical training courses for Loudcloud's propriety technologies and processes. Course materials included PowerPoint slides, case study exercises, worksheets, and job aids. I also developed a half-day course on project management.

##### **Documentation Manager/Technical Writer** (6/2000-2/2001) *VeriSign, Inc. Mountain View, CA.*

I had responsibility for creating user guides in FrameMaker and Acrobat format for VeriSign's Payment Services division. VeriSign Payment Services provides an integrated platform for merchants (both B2C and B2B) to accept credit cards, electronic checks and ACH transactions over the Internet. VeriSign acquired Signio.com in March 2000. I had been an independent contractor with Signio since 9/1999 creating user guides for its Internet payment services products from the ground up.

##### **3M Company Sales Representative** (1984-1988) Worked with producers and companies throughout the western United States to help them develop interactive video and multimedia. (1982-1984) Worked with traffic engineers throughout Northern California to install 3M's intelligent traffic control systems.

##### **Fulbright Commission Instructor** (1979-1981) Designed and taught English literature and composition courses at the Höhere Technische Bundeslehranstalt, a high school/college in Villach, Austria.

##### **Language Arts Instructor** (1977-1979) Taught students how to express themselves effectively through speech and composition at St. Rita's School in San Diego, CA.

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**Education:** B.A. May 1976, English/Philosophy/Teaching Credential, Northern Illinois University.