

**Education**

**University of North Carolina at Charlotte**

*M. Ed. Instructional Systems Technology - Corporate Training*

Charlotte, North Carolina

*May 2016 | August 2018*

**Wingate University**

*B.M.E. Choral Music Education*

Wingate, North Carolina

*August 2010 | May 2014*

**Experience**

**SnapAV**

Charlotte, North Carolina

*Training Manager*

*March 2018 | Present*

- Plan, create, and deliver training and development programs
- Continually analyze training needs to develop new training programs or modify and improve existing programs
- Conduct orientation sessions, including a technical product boot camp, and arrange on-the-job training for new hires
- Consulted on the design and implementation of a customer-facing LMS for dealer training
- Created product training for dealers using video and interactive e-Learning elements
- Conduct and/or arrange for ongoing technical training and personal development classes
- Train and coach managers, supervisors and others involved in employee development and performance management efforts
- Designed and implemented a new manager training program for in-person and remote sessions
- Conduct follow-up studies of all completed training to evaluate and measure results; modifies programs as needed

**CPI Security Systems**

Charlotte, NC

*Instructional Designer*

*August 2015 | March 2018*

- Developed eLearning for the company's Learning Management System
- Designed, developed, and implemented a complete overhaul of the company new hire training program including training workbooks, videos, and presentation decks.
- Designed, developed, and implemented a comprehensive on-boarding program for new employees using location-aware iOS apps, interactive videos, eLearning modules, and instructor-led training.
- Designed, coded, and implemented a company-wide coaching web portal for employee feedback.
- Implemented a technology plan to deploy learning management using existing company technology.
- Designed and implemented a company-wide contract training for digital document initiatives
- Designed, developed, and assisted in the implementation of product roll-out training
- Designed and taught Microsoft Office Specialist courses to employees

**Belk Store Services**

Charlotte, North Carolina

*Store eLearning Program Manager/LMS*

*Administrator*

*June 2014 | August 2015*

- Maintained, updated, and enhanced the custom Belk University LMS through use of Oracle 11g, SQL, and ASP.NET and integrating PeopleSoft 9.2 and SuccessFactors data sources.

- Worked with internal and external business partners to create interactive learning experiences and games
- Successfully supported major Belk initiatives with training plans, materials, and courses.
- Created graphic design collateral to improve the branding of the Talent Management team and initiatives.
- Worked in multiple modalities to create engaging eLearning that works with proprietary LMS system and retains AICC and SCORM compliance.
- Structured and built tracking database infrastructure that allows for business insight into training.
- Successfully collaborated with IT to configure training to work on legacy systems (addition of Java and IE9)
- Designed and delivered in-person systems instruction and training materials.

**Wingate University Center for Teaching and Learning** Wingate, North Carolina *Educational Technology Specialist* October 2012 | January 2014

- Designed, developed, and implemented an iPad pilot training program for professors to utilize iPads during lecture-based instruction
- Designed and facilitated professor professional development on a wide range of educational technology topics
- Met with professors one-on-one to overcome technology issues they faced in the classroom

## Skills

**eLearning Technologies** Articulate Storyline 360, Adobe Captivate, Trivantis Lectora, Adapt Learning, SCORM and xAPI Compliance, LMS Administration

**Programming Languages** HTML5, CSS, Node.js, React.js, Swift, Objective-C, ASP.NET, Visual Basic

**Creative Software Skills** Adobe Creative Suite (Photoshop, Illustrator, InDesign, After Effects, Premiere Pro), Final Cut Pro X, Motion, Da Vinci Resolve, Affinity Designer, Adobe XD

## Contract, Freelance, and Volunteer Projects

**MakerPassport** React.JS, Node.JS, SQL Server, MongoDB, Express, Redux

Worked with a local non-profit to develop a membership management and subscription billing platform to manage the space. The design of the project includes a hardware device designed using a relay and an ESP8266 to limit equipment access to certified members only.

**Excel Training Courses** Adobe Captivate, Adobe Premiere Pro, Adobe After Effects

Utilized Captivate, Premiere Pro, and After Effects to create a series of Excel Training videos for a pharmaceutical company.

## Awards

**Best In Show (Non-Vendor)** October 2016

*eLearning Guild*

Won the DevLearn DemoFest competition with my iPad app that utilized Bluetooth beacons to create an interactive blended New Hire Orientation experience.