

Innovative technical training professional who takes pride in helping companies get the most from their technology investment. Apply a natural talent for technology and a love of teaching to help others learn and succeed. Industries include commercial, non-profit, and government agencies. Hold SECRET CLEARANCE.

Profile

- Breadth of knowledge spans full scope of instructional design process and includes blended learning models of classroom training, Instructor-Led Training (ILT), and e-learning (asynchronous, virtual classroom, mobile).
- Experience in all aspects of course development, including needs assessment, gap analysis, design, development, implementation, and evaluation. Asses both technical and soft-skills training needs.
- Exceptional facilitator, mediator, and active listener; able to diffuse hostile situations and leverage multiple perspectives to gain clarity and progress.
- Demonstrate the highest standard of honesty and ethical behavior.

Core Competencies

- Technical Training & Instruction
- Organizational Learning
- Knowledge Sharing
- Capability Assessments
- Curriculum Design
- E-Learning & Virtual Classrooms
- Software Installation & Configuration
- Content Management Systems
- Testing & Quality Assurance
- Troubleshooting & Problem Solving
- Project Management
- Client Relationship Management

Key Strengths

Knowledge—Energized by technology. Readily grasp complex systems and master new technologies quickly. SME on Web CMS. Extensive exposure to enterprise systems in federal government and commercial industries.

Patience—Listen closely to clients and provide hands-on support to help them leverage technology to the best of their ability. *"Jill gets my nod for 'sainthood' after putting up with my endless questions and calls," Installation Marketing Director, Choice Programs.*

Communication—Lauded for ability to express complex technology in an understandable way, clearly communicate benefits of technology to all audiences, and ensure training courses address all levels of employees/end-users.

Responsiveness—Tapped by senior leaders of the US Marine Corps to work on urgent SAPR issue for immediate resolution. Managed project in a calm and composed manner to achieve the goal in just 3 business days.

Organization—Able to plan, prepare, and prioritize projects and programs in a time-based critical path schedule to meet targeted deployments and business requirements. Consummate team player, engaged and engaging, with proactive initiative.

Professional Experience

Requirements Analyst, ABC SOLUTIONS, Pittsburgh, PA, 3/2012–9/2012

Contracted for large national project implementation of Veterans Affairs (VA) claims process, establishing requirements for project development team as key link and intermediary. Prepared reports and presentations on business requirements. Reported directly to the CFO. **Met all client deadlines and company targets in quickly changing environment.**

- **Gained company's inclusion in key client meetings** on business requirements for technology team, having won the trust and respect of the IT Director. As a significant voice, transformed previous communication nightmare and realized a productive dialogue to generate clarity on status, issues, and solutions for current and future requirements.
- **Improved communication between project team and client.** Conducted discussions and built relationships with key stakeholders to understand unique needs, identify solutions, and ensure successful deployment and customer satisfaction.
- **Engaged SME participation to document business requirements.** Improved and standardized requirement documents.

Business Analyst, XX CONSULTING, INC., New York, NY, 9/2006–3/2012

Provided website development support and quality training on enterprise web management and software solution for the Department of Defense (DoD). Designed and developed technical training programs, curriculum, and materials on-site and online for complex applications. Ensured training fulfilled the needs of all end-users. Researched, designed, and developed technical and user materials to support training. Delivered pilot classes and tests. Reported directly to the Project Manager.

Supported and trained 500 world-wide users on DoD websites. Trained 80 world-wide end-users on the first CMS. End users include public affairs officers, government staff, and upper-level military officials.

- **Onsite interface and technical trainer for DoD website redesign and migration project:** Trusted with key aspects of business requirements analysis, web development and analytics, client communication, and technical training.
 - Completed seamless migration of 89 websites within 1 year (extremely tight timeline).
 - **Provided technical training to 500 end-users.** Identified and prioritized training efforts, ensuring effective technical support by providing a library of information. Earned numerous commendations on responsiveness in training.
- **Developed the first-ever CMS** with customized Adobe Connect and integrated web communication capabilities.
 - Created web conferencing/presentations, training materials, and learning modules. **Trained 80 world-wide end-users.**
- **Took the initiative to save an at-risk key federal contract valued at \$1M annually** and reinstated agreement for 5 additional years by building trust with key federal client and elevating relationship. Analyzed situation, conducted needs assessment, evaluated training requirements, and presented technology solution to improve customer performance.
- **Built the first intranet to provide documentation support and training** for military families in transition.
 - Designed and developed web-based classes with online training materials, eliminating large email exchanges.
 - Combined adult learning principles and instructional design methodology to maximize asynchronous environment.
 - Solicited and utilized customer feedback for redesign surveys and upgrades.
- **Harmonized relations between IT and Marketing** and calibrated performance for improved customer service.

Production Specialist, GSO HEALTH CORP., New York, NY, 4/2006–9/2006

Contracted to develop 6 websites showcasing 6 distinct diseases via specialized content and blogs. Utilized web analytics to measure market trends and monthly traffic. Recruited, supervised 6 web bloggers. Reported directly to the VP of Marketing.

- **Stepped up to the challenge of building 6 websites with 10 sections each in less than 1 month.** Met deadline working 80+ hours per week. Managed web development team. Optimized technology to benefit consumers and grow the business.

Webmaster, THE ABC GROUP, New York, NY, 9/2002–4/2006

Point of contact for non-profit's website for new technology development and training of content owners (end-users). Liaison to the development team and hosting center regarding technical issues. Reported directly to the Communications Director.

- **Trained 30+ managers and directors on ColdFusion CMS.** Determined training objectives and developed training materials to teach end-users content publishing and editing. **Created intranet to house training information.**
- **Spearheaded cost-effective website redesign plan and gained executive approval for implementation.** Drove grassroots support to transform difficult-to-navigate website and provide communication and training to employees.
- **Created and implemented highly successful e-newsletter to serve 500+ members.** Partnered with Marketing and Communications on web design and content development. Created electronic logo and maintained brand integrity.
- **Implemented and facilitated bi-weekly brown bag lunch meetings** with content owners (end-users) to discuss programs they wanted to highlight on the website. Developed methods, materials, and ideas for group discussions.
- **Instituted Webtrends Analytics** for improved market intelligence and presented reports to executive leadership team.

Prior positions include: Production Specialist, ABC Company, 2002–2003 | Contractor, XYZ Consulting, 2002 | Content Manager, Tech Firm, 1999–2002 | Y2K Compliance Coordinator, International Corporation, 1996–1999

Education

Bachelor of Arts in Psychology, minor in Business, University of Pennsylvania, Pittsburgh, PA

Technical Competencies

Languages: HTML (FrontPage), JavaScript | **Applications:** MS Office Suite (Excel, PowerPoint, Word), Adobe Photoshop, WebEx, MS SharePoint, Adobe Connect | **Web Development:** Dreamweaver, Adobe ColdFusion | **Database:** MS Access | **CMS:** Oracle Content Management System, Web Content Management Systems | **Methodologies:** Cloud Email, Internet | **Tools:** Process Improvement and Management (Pritchett, Rummier-Brach)

Professional Affiliations

The Technology Group—Membership Committee Co-chair • Sponsorship Committee • Mentor to young women in STEMS