

## SUMMARY

Dedicated, customer-focused, highly creative, and technically savvy professional with several years experience in Graphic / Multimedia / Web / E-Learning Instructional Design and Development/Production; and Desktop Publishing. ASTD Certified E-Learning Instructional Designer.

- ▶ Specialist knowledge/experience in E-Learning course development; multimedia, and graphic design - from concept to production
- ▶ Specialized technical skills include, but are not limited to, HTML, Adobe Dreamweaver, Director, Flash, Captivate, Authorware (through v 5.2); Lectora; LEAP LMS/LDS (Learning and Content Management System); Adobe Photoshop, Premiere, Acrobat Pro, Quark, InDesign; and Pagemaker; and MS Office including Powerpoint, Excel, and Word (See [Technical Skills](#) section for complete listing)

## PROFESSIONAL EXPERIENCE

### 03/04 to Present **Freelance – E-learning Instructional Design / Content Development; Multimedia and Graphic Design**

Working with various clients across the country designing and developing instructional interactive, multimedia e-learning courses (Flash, Lectora), as well as supplemental interactive e-learning course exercises (Flash, Captivate, Articulate, Raptivity); providing production artwork and multimedia; voice-over talent and audio production; and general graphic and web design (user interface; logos; book covers; magazine advertisements, etc)

### 5/96 to 10/03 - **JPMorgan Chase (formerly known as Chase Manhattan Bank) Four positions listed in chronological order below.**

1/2001 to 10/03

#### **E-Learning Instructional / Content Development / Graphic / Multimedia / Web Designer and Technical Writer - Lowell, MA**

- ▶ *E-Learning Instructional design* – Produced instructional e-Learning courseware for treasury (cash) management applications. Utilized Learning Management System/Learning Development System to deploy on corporate intranet.
- ▶ *Graphic design* – Designed print and online graphics: scanning; animations; logos; user interface design; photo retouch; illustrations; organization charts; book cover designs; presentation graphics; and web graphics
- ▶ *Multimedia design* – Developed effective multimedia presentations for various corporate initiatives
- ▶ *HTML/Intranet design and maintenance* – Designed, produced, and maintained department intranet site.
- ▶ *Communications* – Designer, editor, and publisher of quarterly departmental newsletter. Published globally
- ▶ *Technical writing support* – Edited software and training documentation; online help files, sales/training presentations
- ▶ *Desktop publishing* – Designed high quality print communications, e.g. brochures, flyers, posters, user guides, and training manuals. Worked with print vendor to produce hard copies (proofs, press checks)

1/2000 to 1/2001

#### **E-learning Instructional / Content Development / Graphic / Multimedia / Web Designer and Technical Writer - Houston, TX**

- ▶ *E-Learning instructional design* – Produced e-Learning courseware for business and technical skills using Macromedia/Adobe Authorware and Flash, then deployed on corporate intranet.
- ▶ *Graphic design* – Designed print and online graphics: 3D graphics; animations; user interface design; scanning; photo retouch; illustrations; flowcharts; organization charts; web graphics; book cover designs; and presentation graphics. Worked with and coordinated print vendors – prepare files, press checks, proofs.
- ▶ *Multimedia design* – Developed multimedia presentations and tutorials for various corporate initiatives
- ▶ *HTML/Intranet site design* – Designed departmental intranet site, with animated Flash intro screen and interface
- ▶ *Technical writing support* – Technical documentation support for tutorials, manuals
- ▶ *Project management* – Managed design and production phases of computer/web-based training course development projects

2/98 to 12/99

#### **Graphic / Web / Multimedia Designer and Technical Communications Consultant - Houston, TX**

- ▶ *Graphic design* – Designed and optimized print and online graphics: scanning; photo retouch; illustrations; flowcharts; organization charts; web graphics; and presentation graphics
- ▶ *Multimedia design* – Worked with all levels of the bank to develop effective multimedia presentations
- ▶ *HTML/Intranet site design and maintenance* – Designed, launched, and maintained Human Resources web site and sub sites
- ▶ *Communications* – Produced technical documentation and marketing literature for corporate-wide distribution
- ▶ *Desktop publishing* – Designed high quality print communications, e.g. brochures, flyers, posters, and training manuals
- ▶ *Lotus Notes / Domino page development / Document Conversion* – Converted documents from Quark to text for use in Lotus Notes database site, deployed on Domino server

5/96 to 2/98

#### **Graphic Designer / Desktop Publishing - Houston, TX**

- ▶ *Graphic design* – Designed and optimized print and online graphics: scanning; photo retouch; illustrations; flowcharts; organization charts; 3D graphics; web graphics; book cover designs; and presentation graphics
- ▶ *Multimedia* – Designed effective multimedia presentations for various initiatives
- ▶ *HTML/Intranet site design and maintenance* – Designed, launched, and maintained Human Resources web site and sub-sites. Established HR as one of the first departments to have a presence on new intranet
- ▶ *Desktop publishing* – Designed high quality print communications, e.g. brochures, flyers, posters, and training manuals
- ▶ *Project management* – Managed project to redesign HR and Training/Development intranet sites

**EDUCATION**

- ▶ Pursuing M.S. / Certification in Educational Technology – Currently; San Diego State University
- ▶ B.S. Psychology – 1990; Minor: Management. Texas A&M University, College Station, TX
- ▶ Multimedia Authoring using Macromedia Director – 2002. University of Massachusetts, Lowell, MA
- ▶ Digital Video Production – 2002. University of Massachusetts, Lowell, MA
- ▶ 1992-Present. Various E-Learning, web, web technology, graphics, multimedia design, and desktop publishing courses

**TECHNICAL SKILLS**

**E-Learning and Multimedia (incl. audio):** Articulate Engage and Presenter Raptivity  
 Lectora LEAP - LDS – Learning Management  
 Macromedia/Adobe Flash Development System  
 Macromedia/Adobe Captivate Adobe Premiere (Digital Video)  
 Macromedia/Adobe Authorware (5.0, 5.1, 5.2) Swishmax  
 Macromedia/Adobe Director Soundforge  
 Robohelp Classic; HTML (Basic) WavePad Audio Editor

**Graphic Design / UI Design / Web Graphics:**  
 Adobe Photoshop Macromedia/Adobe Freehand Debabelizer  
 Adobe Illustrator Ulead Cool 3D FullShot;/SnagIt (screen capture utilities)  
 CorelDraw Gif Construction Set  
 Corel Photopaint Wonderware InTouch™ (UI design)  
 Visio Professional Swift 3D Chart

**Web Page Design / Layout / Admin:**  
 Macromedia/Adobe Dreamweaver WS FTP / Filezilla IE / Firefox / Safari / Chrome  
 HTML (code from scratch) Various Web-based FTP utilities Javascript (Basic)

**Desktop Publishing / Page Layout / Presentation Design / Word Processing**  
 Adobe Acrobat Professional MS Powerpoint  
 Adobe Pagemaker MS Word  
 Adobe InDesign MS Excel  
 Quark Express (Basic) WordPerfect  
 Lotus 1,2,3

**Miscellaneous:**  
 Windows, Mac (limited) Sharepoint Winzip; PKZIP  
 Lotus Notes OmniPage Professional

**PROFESSIONAL ASSOCIATIONS**

**ASTD** – American Society for Training & Development

*ASTD Certified E-Learning Instructional Designer*

**The E-Learning Guild**

**NAPP** - National Association of Photoshop Professionals