ROBERT SMITH

Senior Instructional Designer/Director

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SUMMARY

Senior Instructional Designers develop learning processes and experiences for a variety of students. Creating teaching program structures, studying pedagogical theories, writing training materials.

CORE COMPETENCIES

Adobe Captivate, Microsoft Office.

PROFESSIONAL EXPERIENCE

Senior Instructional Designer/Director

ABC Corporation - May 2010 – November 2010

Key Deliverables:

- Worked in coordination with the Directors Office, developing Web-based training and user manuals for complex customer service.
- Web-based training followed the development of user manuals. Included built-in, auto-scoring testing, and Section 508 compliance.
- Each training module required embedded testing with student tracking and test-score recording.
- Produced White paper on the pros and cons of various practices of client self-identification.
- Participated in Business Process Improvement Team. Provided real-time documentation of meeting procedures.
- Created participant and Instructor material for classroom training.
- Created surveys to measure sales and customer service effectiveness.

Senior Instructional Designer

ABC Corporation - November 2008 – May 2010

Key Deliverables:

- Production of life-cycle system documentation (SDLC) and web-based training for NIH Grants Management program.
- Required interacting with senior NIH staff and SAIC program manager and programmers.
- Developed Standard Operating Procedures (SOPs).
- Produced hard copy user manuals as well as RoboHelp versions.
- Implemented Cloud-based .Net data storage and retrieval.
- Designed and created structured lesson plans and Web-based training programs according to the lesson plans.
- (Training developed in Adobe Captivate, Audition, and Photoshop.) Delivered Webinars based on structured lession plans.

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EDUCATION

Bachelor of Arts in English - (Elon University)

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