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**Design | Content Development | Analysis | Evaluation | Facilitation | Technical Writing | Programming**

Enthusiastic Learning & Development Professional specializing in instructional design and training. Successful track record delivering innovative training, e-learning, and facilitated simulations to staff and clients in a variety of industries. Experienced evaluating instructional needs and identifying methods and resources best-suited to maximize learning outcomes. Expert in creative use of most current instructional and LMS technologies. Superior written and communication skills. MA in Educational Technology.

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**Work Experience**

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- 9/08 – Present **Application Specialist & Trainer**  
**Manatt, Phelps & Phillips, LLP**  
Los Angeles, CA
- Consistently recognized for outstanding performance. Exceeded measured expectations managing workflow of multimedia, presentation and informational materials, legal pleadings and other documentation for major national law firm.
- **Designed, delivered and functioned as SME** on cross-departmental presentation-skill-development learning initiative. Developed modular self-paced program incorporating technical, design and assessment skills into eight linear, project-based learning modules. Results: across-the-board measured improvement in work product and reduced demand on administrative support units.
  - **Recognized expert in design and development** of media rich programs and documentation supporting legal, marketing and business development initiatives.
  - **Designed, developed and implemented simulation job aid** for practice support staff in execution of CM/ECF *e-filing* procedures, featuring interactive branching PowerPoint presentation designed to emulate real-world complex filing procedures.
  - **Expert-Level use** of MS Office, Adobe Creative Suite and other industry-specific applications.
- 12/06 – 6/08 **Branch Director of Presentations Technology**  
**Bear Stearns & Co, Inc.**  
Los Angeles, CA
- **Developed instructional guidelines and trained officers & staff** in use of native and customized software applications, macros and upgrades.
  - **Provide full design support** in both Presentation Technology and Creative Services for investment bank's most productive branch office.
  - **Authored, edited & designed** management presentations, procedural guidelines and internal & external business communications.
  - **Partnered with senior managers & SMEs** on development, authoring and layout of informative content targeting project-specific clients.
- 11/02 – 11/06 **Training & Presentation Consultant**  
**JrK Productions**  
Los Angeles, CA
- **Partnered with executives & SMEs** from corporate, boutique and non-profit clients on developing content to meet unique project and audience needs.
  - **Instructional design, development & implementation.** Follow industry best practices, working in both large team and small group project environments. Design educational and informational training materials and presentations from inception to completion. Regular expert-level use of industry applications.
  - **Survey design, delivery and analysis.** Design comprehensive surveys based on front-end analyses, identify target audiences, develop prototypes, implement web-based delivery and data collection.

1/92 – 2/00 **Corporate Trainer & Instructional Designer**  
Contract: **GlaxoSmithKline, Merck, Johnson & Johnson**  
Los Angeles, CA/New York, NY

- **Authored and facilitated improvisational simulated training programs** focused on customer, patient and staff interactions for healthcare professionals, managers, and support staff.
- **Coached managers & sales team** through interactive skill-building exercises while applying adult learning principles, including peer feedback and problem-solving, to identify and overcome challenges.
- **Authored project-specific guidelines** customized to support managers in applying practiced workshop techniques post-program, to assist in their on-going employee mentoring sessions.
- **Customized each program** to specifically meet immediate and long-term goals of client.

6/91 – 6/93 **Satellite TV Programming Trainer & Supervisor**  
**PrimeTime24**  
New York, NY

- **Managed daily operations** for high-volume international satellite television programmer's customer service center.
- **Provided guidance and ongoing training** to staff of 35 related to institutional & referral sales, account programming, troubleshooting, customer care and billing operations.
- **Authored training & technical guidelines** featuring visuals and branching problem responses.

5/91 – 11/06 Actor/Writer/Producer  
New York, NY/Los Angeles, CA

- Actor. *SAG-AFTRA*, co-starred in network television series, feature films, theatrical productions, industrial and instructional videos.
- Writer. Two screenplays, two sitcom scripts, a 30-minute TV pilot, a one-hour TV pilot, a one-act-play, numerous film treatments, industrial training materials (treatments, storyboards, drafts, punch-ups).
- Producer. Assumed full theatrical production responsibilities including production development, budget, financing, staffing, authoring and management of publicity and publications.
- Two-year Professional Actor Training Program – William Esper.

## Education

**Master of Arts**, Educational Technology  
San Diego State University, San Diego, CA

**Bachelor of Arts**, Political Science/English  
Syracuse University, Syracuse, NY

<b>Applications &amp; Software</b>	<b>MS Office:</b> PowerPoint, Word, Excel, Visio, Access, Outlook / <b>Adobe Suite:</b> Captivate, Dreamweaver, Photoshop, Acrobat, Premier, Flash, InDesign, Soundbooth, Illustrator; Articulate, Captiva / <b>LMS:</b> Moodle, Adobe Connect / <b>Programming:</b> HTML(5), CSS, JavaScript, VB, Liberty Basic.
<b>Competencies</b>	<b>Design:</b> ADDIE, Frontend, Needs, Gap & Task Analysis / <b>Development:</b> E-learning, Curriculum, Content, Project-Based, Job Aid, Simulations, Prototyping, Presentation / <b>Training:</b> Classroom, Distance, 1-on-1 / <b>Task-Specific:</b> Adult Learning, Program Evaluation, SME Interview, Public Speaking, Project Management, Technical Writing.
<b>Private Clients</b> (partial list)	DirecTV, SONY PlayStation, Disney, E! Entertainment, Warner Brothers, Jewish TV Network, AMGEN, Long Beach Medical Center, MedArt, AM Medica, MedSN, Alert Medical Marketing, San Diego History Center, Lieberman Research, Accredited Home Lenders, Growthink, Starfish Ventures, CAST Management, Kovel/Fuller, Dailey & Assocs., Israel21c.
<b>Affiliations</b>	<b>ASTD:</b> American Society for Training and Development (local & national) <b>AECT:</b> Association for Educational Communications and Technology (Curricula Committee: 3 years) <b>SAG-AFTRA:</b> Screen Actors Guild – American Federation of Television & Radio Artists