

## **HIGHLIGHTS OF QUALIFICATIONS**

- Selected as a subject matter expert in support of developing, designing and implementing manufacturing procedures and training in support of the American Red Cross' (ARC) company-wide restructuring initiative.
- Responsible for developing, recommending and implementing highly technical policies and procedures.
- Research complex technical policies, regulations, and legislation in order to advise internal and external stakeholders.
- Perform special assignments, often on an emergency basis.

## **EDUCATION**

**M.S., Instructional Technology Management**, La Salle University, Philadelphia, PA, currently enrolled

**B.S., Biology, Creighton University**, Omaha, NE, May 2007

## **EXPERIENCE**

03/2010 to present      **Document Developer (Technical Writer)**

- Develop drafts of procedural documents and coordinate the display of graphics and production of these documents.
- Authority in researching, designing, engineering and implementing new local operating policies and procedures for testing processes (from pilot to fully operational) to ensure that it meets regulatory, manufacturers', and ARC policies and standards.
- Develop task and front-end analysis and competency description and administrate usability testing.
- Ensure that the design and development uses a range of instructional technology including computer-based training in accordance with established design standards, systems and processes.
- Ensure consistent, quality documents within established timelines for assigned projects.
- Expert using the Instructional Systems Development (ISD) process in the development of courses and training interventions.
- Provide major substantive input for the planning, design, development and evaluation of the content of technical courses and, in consultation with subject matter experts and supervisors identify the need for and make recommendations for changes in the curriculum.
- Take the lead on projects involving the development and revision of technical curricula and training materials.
- Experience working with version control systems including SharePoint and eRoom.

10/2007 to 03/2010      **Education Specialist (Technical Trainer)**

- Planned, coordinated, and conducted training requirements, protocols and implementations. Interpreted policy, guidance, and objectives as established by CFR, OSHA, FDA, DOT, and Red Cross operating procedures.
- Developed, executed and implemented training programs, procedures and plans for new and incumbent laboratory staff.
- Supervised and acted as a resource for other laboratory services staff regarding component production, quarantine and labeling, equipment quality control, and waste management of blood products.
- Mastered formulating, defining, and interpreting data requirements, planning approaches, and policy; develop standards for analyzing, testing, or assessing manufacturing documents and methods.
- Conducted the training of all Blood Service Directives, Blood Service Letters, SOPs, and instructor led training for formal communications to all laboratory staff.

06/2000 to 06/2008      **Logistician/Nuclear, Bio, Chemical Weapons Specialist**

- Prepared requests for personnel actions including, counseling statements, requests for training and requests for promotion to next higher level. Instructed others on how to use and maintain unit level logistics supply and maintenance database.
- Planned, coordinated, and evaluated in support of peacetime readiness and wartime operations. Refined missions, developed strategies, identified resources, and prepared documentation to support logistical readiness of supported units.
- Managed individual and collective training, developed unit cohesion, fostered the values of loyalty and commitment and built spirit and confidence.
- Evaluated performance oriented training and through coaching and counseling groomed young soldiers for future positions of increased responsibility.

06/2003 to 10/2007      **Laboratory Assistant/Laboratory Instructor**, Omaha, NE

- I have been personally responsible for planning, developing, executing and maintaining training procedures involving interactive administrative processes, automated forms, and performance tools in support of streamlining training procedures organization wide.
- Analyzed training performance, progress, status and trends to identify improvements in process and procedures for developing an effective training program organization wide.

## **COMPUTER SKILLS**

Photoshop, Articulate Presenter, Captivate, SharePoint, eRoom, Local Area Networks, **Extensive Microsoft Windows XP, Vista, 7 and Office applications experience**, STATview, BiTS Learning Management System, eDOCs, hardware and software troubleshooting experience, Microsoft Internet Explorer

## **HONORS, AWARDS, AND SPECIAL ACCOMPLISHMENTS**

**Certificate of Achievement**, August 2010, American Red Cross - **Employee of the Month**, August 1999, Target - **Academic Scholarship**, Creighton University - **Dean's List**, 2001, University of Nebraska at Omaha - **Army Achievement Medals, Army Commendation Medals, Global War on Terrorism Expeditionary Medal, National Defense Medal, Combat Action Badge**