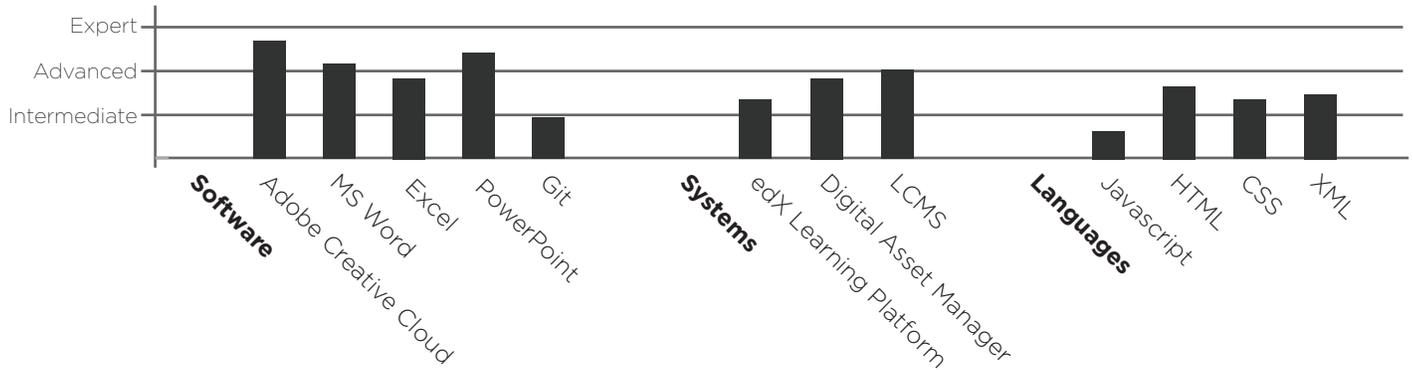


**SUMMARY**

Digital Content Manager with over 12 years experience designing, developing and overseeing the creation of IT training products. Utilizes stakeholder goals and customer feedback to plan and build the ideal student user experience. Proven success communicating requirements to development teams, demonstrated through the launch of a digital learning platform from scratch in 8 months, with over 100 course titles.

**TECHNOLOGY**



**WORK EXPERIENCE**

GLOBAL KNOWLEDGE, Cary, NC (2006 to present)

**Digital Content Manager**



J F M A M J J A S O N D



Oversee the design, production and publication of digital training content for the Learning Platform. This learning content is skills-based IT training for global Enterprises, and my role is to develop the guidelines, processes and best practices for the authors. Development considerations are both for our learners' goals, as well as for our internal team's production efficiencies. Manage an agile team of developers, whose job is to build tools and digital assets, based on strategic requirements. Interface between the Product owners and the DevOps team, interpreting the strategic goals of the product into requirements and design data for the content and engineering team. Implemented a new Digital Asset Manager, and XML-based Learning Content Management system for the team, moving away from limited, legacy systems.

**SKILLS & ABILITIES**

Facilitate communication between teams

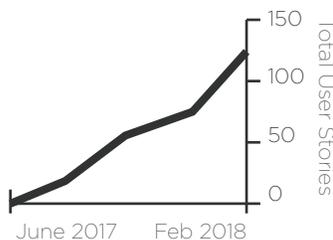
Translate strategic goals into development requirements

Solve business problems

UI Development and UX testing

Keep the product goal in mind while simultaneously accounting for details

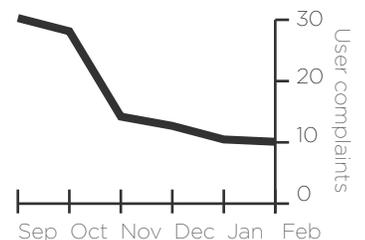
Analyze market trends



Completed 123 user stories with the development team over an 8 month period



Met corporate goal of publishing over 100 digital products to the Learning Platform in the 5 months prior to launch



Reduced reported user complaints by 50% after the MVP release, by optimizing course content

## Multimedia Development Manager



J F M A M J J A S O N D



### SKILLS & ABILITIES

Strong advocate for the team

Interprets and addresses team needs

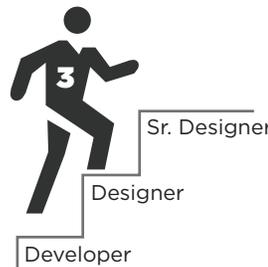
Able to relate to and engage with professionals with various viewpoints and backgrounds

Diplomatic and articulate communicator

Manage a team of multimedia developers, whose job focus is creating graphics, videos, and interactive training assets. Provide the team with templates, guidelines, and best practices for developing these assets, using a variety of visually creative tools. Resolve design challenges, as well as problem-solve technical issues and aesthetic decisions. This role also requires administrative skills including resource, time, and capacity management. Facilitated the growth of the team by creating competency-based career paths, and regularly meeting with the team to ensure individuals are meeting their goals.



My team consistently received annual performance reviews of "Commendable" or "Distinguished"



Coached 3 Multimedia Developers towards their advancement into the role of Multimedia Designers



Received the 2015 Distinguished Circle of Excellence Award for implementing new development systems including an LCMS and Digital Asset Manager.

## Sr. Multimedia Developer/Designer



J F M A M J J A S O N D



### SKILLS & ABILITIES

Creative problem solver

Identifies and designs based on audience needs

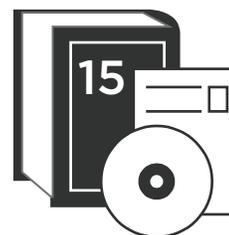
Goes above and beyond in order to solve problems and meet deadlines

Experience with web languages such as HTML, CSS, JavaScript, and XML

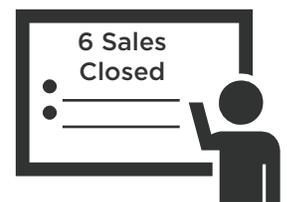
Designed and developed visual training assets for Instructor-led classroom, and eLearning courses. Worked closely with Instructional Designers to determine what graphic assets would best convey training concepts to learners. These assets included diagrams, illustrations, interactive Flash assets, videos and eLearning interfaces. Worked closely with Enterprise clients to build custom training products and marketing materials. My communication and leadership skills qualified me to work closely with the internal Sales Support team. Created tools and collateral for the sales team that helped them interface with clients looking for custom solutions. Became the subject matter expert for creating, scoping and estimating the work for custom digital products.



Completed over 14 eLearning projects for Enterprise clients, including Visa, MasterCard, Citi, Cisco, and Ameriprise



Developed over 15 proprietary eLearning Courses for the corporate portfolio, over a wide range of product types



Assisted sales team with estimates, examples and presentations that helped close 6 large deals with enterprise clients

## EDUCATION

Cleveland Institute of Art  
Bachelor's Degree in Fine Art with a focus in Digital Media