

E-LEARNING VISIONARY

- Successfully built and managed multi-million dollar e-learning programs
- Led the development of multiple award-winning e-learning courseware
- Trailblazer in the implementation of emerging e-learning technologies
- Deployed multiple learning management systems (LMS) into production

EXPERIENCE

Management Consultant

Independent contractor WardConsulting.com 2011 to present

Analyze management structure and systems to ensure congruence with organizational goals and objectives. Conduct data analyses, and prepare strategic & tactical plans with recommended actions. Projects have included LMS evaluation, instructional design, e-learning courseware development, and Web site development.

Teacher

UCI Extension Irvine, CA 2013 to 2015

Participated on advisory committee for creation of E-Learning Instructional Design Certificate program. Designed program's capstone, the *E-Learning Instructional Design Practicum*. Developed learner-directed lessons with Articulate Storyline and delivered course online.

E-Learning Manager/Supervisor

American Association of Critical-Care Nurses Aliso Viejo, CA 2005 to 2011

- Responsible for E-Learning business unit profit & loss and \$5.2-million budget
- Managed the migration of over 15,000 active learners across hundreds of portals to a new cloud-based LMS
- Managed development of over 100 hours of SCORM-conformant asynchronous e-learning curricula, including Brandon Hall Excellence in Learning 2009 Gold Award winner
- More than doubled E-Learning revenues in initial two fiscal years under my management

Led team of e-learning specialists and associates to effective development and implementation of Internet-based learning programs and products. Formalized instructional design (ID) process and standardized format of ID documentation. Established policies and procedures to support consistent operational processes and ensure quality services. Managed full life cycle of E-Learning product line.

Manager, e-Business Systems

Ascolta Irvine, CA 1998 to 2005

- Maintained e-business and e-learning systems' availability at 99.99%
- Implemented e-fulfillment system that reduced manual labor in the delivery of e-learning by 75%

- Built e-commerce revenues to approximately 50% of total revenues
- Awarded *Employee of the Quarter*, Q1 2000

Managed development and production of virtual classroom and asynchronous e-learning environments & courseware. Designed courseware for e-learning and developed instructor-led training. Delivered train-the-trainer program for virtual classroom instructors. Selected and implemented key technologies for learning administration and delivery (e.g. LMS). Designed blended curricula for use in multiple modalities. Designed and developed e-commerce, intranet, and extranet Web applications. Defined, documented, and managed business processes and policies supporting e-business and e-learning systems. Defined and managed fulfillment and technical support operations for e-learning.

Senior Product Manager

Z Land Santa Ana, CA 1996 to 1998

- Took product from pre-concept stage, through development and release, to first \$1-million in sales—all in less than one year
- Developed early search engine optimization (SEO) product

Managed core and developed other cloud-based products for small- to medium-size businesses. Activities included: analyzing markets for unmet needs, designing products to meet needs, writing marketing plans, management of development projects, creation of fulfillment systems, establishing pricing, and oversight through product life cycles.

Instructor

Fullerton College Fullerton, CA 1996/'97 school year

Designed instruction, prepared study plans, and gave lectures for *Small Business Management*, *Microcomputer Applications*, and *Windows 95* classes. Provided supplementary materials and individual guidance to students. Assigned homework and developed essay questions for exams. Evaluated student performance.

TECHNICAL SKILLS

Organizational:

- Learning administration
- Needs analysis, ID, and content & learning object development
- Web site design and e-commerce
- Systems analysis & design, database design & development, and networking & telecommunications
- Project management
- Internet and Web protocols
- Quality assurance (QA)

Applications:

- Articulate Storyline
- Learn.com/Taleo, Blackboard, and Moodle LMSs
- SCORM and AICC
- Saba Classroom and QuestionMark Perception
- Microsoft Word, PowerPoint, Excel, Project, and Outlook
- HTML and XML
- JavaScript, VB Script, and Cascading Style Sheets (CSS)
- Internet Information Server (IIS) and SQL Server
- TCP/IP, HTTP, and DNS

EDUCATION

Master of Business Administration (MBA)

Graduate School of Management University of California, Irvine June 1996

Concentration in Information Technology.

Bachelor of Arts

California State University, Fullerton

August 1994

Business Administration with concentration in Marketing. Awarded *Outstanding Marketing Student*. Graduated summa cum laude.

Certificates

UCI Extension

University of California, Irvine

- Internet Marketing June 2013
- Advanced Software Technologies with concentration in Web Application Development. 'A' in *Managing Software Development Projects*. June 1999

Microsoft Certified Systems Engineer (MCSE)

2000