

RESUME
CINDY CONNERS
RICHMOND, CA
PHONE : 510-230-9900

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WWW.CINDYCONNERS.COM

KEY QUALIFICATIONS

Senior Instructional Designer with over eighteen years of experience in instructional design and course development for ILT, WBT and blended learning. Strong analytical, design, communication, planning, information mapping, technical writing and project management skills.

EXPERIENCE

CLARITY CONSULTANTS, Campbell, CA

*Independent Consultant assigned to **Morgan Stanley Smith Barney, NAO Experience project, 2010-2011***

Responsibilities include:

- Researching content and developing online manual pages for new software application
- Working with SMEs and maintaining online manual pages for policies and procedures
- Working from storyboard, developing recorded presentations using Adobe Presenter
- Developing instructor-led training materials

TEKSYSTEMS, INC, Rancho Cordova, CA

*Independent Consultant assigned to **State of California, CMIPS II Project, 2009 - present***

Responsibilities include:

- Using custom development tool, creating 6 web-based training courses, including assessment questions
- Partnering with Subject Matter Experts to ensure that web based training reflects newly designed business processes
- Reviewing and providing guidance on instructor-led training materials
- Reviewing and providing feedback on online help

TECHNISOURCE/SPHERION, Sacramento, CA

*Independent Consultant assigned to **Intel Corp., 2009***

Responsibilities include:

- Using the ADDIE model, partnering with Subject Matter Experts to perform task analysis and business process change impact assessment in preparation for SAP re-engineering project
- Creating a project plan for eLearning and online help project for assigned workgroup
- Creating blended learning curriculum, including online help as performance support
- Creating RoboHelp template that allows single-source content creation – output to eLearning as well as online help
- Assisting in creation of training on new business processes
- Testing new system and creating appx. 20 job aids
- Creating storyboards for 3 eLearning courses for assigned workgroup
- Using Captivate and RoboHelp, developing appx. 30 demonstrations to be included in 3 eLearning courses
- Partnering with Subject Matter Experts to determine and execute appropriate evaluation methods

CLARITY CONSULTANTS, Campbell, CA

*Independent Consultant assigned to **CSAA, 2008***

Responsibilities include:

- Using the ADDIE model, developing curriculum to transition 5-day instructor-led course to blended learning
- Creating blueprints and some storyboards for courses in blended learning curriculum
- Identifying gaps in content and manage process to document missing information
- Determining process and procedure for creating online simulations from DOS-based training system
- Partnering with Project Manager & drive to project dates for multiple deliverables
- Completing existing eLearning course using Captivate and HTML

SPHERION, Sacramento, CA

*Independent Consultant assigned to **Intel Corp., 2008***

Responsibilities include:

- Using the ADDIE model, perform needs assessment to revise behavioral objectives for three existing courses and two new courses
- Creating project plan for multiple deliverables & driving to project dates

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- Revising 3 existing courses, creating 2 new courses
- Inventorying 44 job aids, creating 8 new job aids and revising 11 existing job aids
- Re-designing and building pages for MRM training website

TECHPROSE, Lafayette, CA

*Independent Consultant assigned to **Yahoo! Inc.** and **Logitech**, 2008*

Responsibilities include:

- Using the ADDIE model, perform needs assessment to identify behavioral objectives
- Designing interactive web-based course that also fit within budget constraints
- Creating storyboards for course development using Articulate
- Developing software simulations using Adobe Captivate 3

*Independent Consultant assigned to **Cisco Systems Inc.**, 2007*

Responsibilities include:

- Partnering with members of the Cisco Networking Academy to create content for web-based training module that is used synchronously and asynchronously
- Providing instructional design input, editing and proofreading of content
- Providing art direction and graphic design input for graphics to accompany content
- Creating storyboards

YURCOR., Delray Beach, FL

*Independent Consultant assigned to **Intel Corp.**, 2006 – 2007*

Responsibilities include:

- Providing full-range instructional design that includes all aspects of ADDIE model
- Developing asynchronous learning modules using Adobe Captivate and Breeze
- Developing prototype “Try It” simulations, using Adobe Captivate in an effort to enhance group’s asynchronous learning modules beyond demo movies
- Developing instructor-led training for both classroom and virtual environments, including student and instructor materials
- Developing and maintaining intranet sites
- Managing projects
- Partnering with engineers to test new software

WEBEX COMMUNICATIONS, INC., Rancho Cordova, CA

Instructional Designer, 2004 – 2006

Responsibilities include:

- Using ADDIE model and adult learning theories to design/develop instructor-led courses for delivery in virtual classroom
- Consulting with external clients and customizing training materials to meet their specific needs in a timely manner
- Maintaining relationships with internal Product Managers to ensure reliable, accurate information about feature improvements in customer-facing learning materials

INTEL CORPORATION, Santa Clara, CA

Senior Instructional Designer, 1999 – 2003

Responsibilities include:

- Developing training strategy for Intel Capital division.
- Managing development of training events for 2003 worldwide conference (6 courses, 18 breakout sessions).
- Designing and creating various forms of training (instructor-led, WBT, blended) including:
 - conducting needs analysis and identifying appropriate performance improvement solutions
 - creating storyboards and partnering with outside vendors to produce WBT
 - facilitating dry runs & pilots
 - creating assessments to evaluate learning transfer success
- Developing and documenting internal business processes.
- Acting as ‘technology scout’ for new training deployment technologies.

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EDUCATION

BA, International Studies & Certificate in International Management
Manhattanville College, Purchase NY

MS Education, specialization in Instructional Design for Online Learning – completed first year of program 2002,
Capella University, Online University based in MN

TECHNICAL SKILLS

Project Management

Writing Skills:

 Technical & Marketing Writing
 Information Mapping

Teaching/Facilitation/Presentation

Instructional Design/Course Development

 Adult Learning Theories & Accelerated
 Learning Techniques
 Assessment & Evaluation

Systems Analysis (limited experience)

Business Analysis (limited experience)

Computer Skills:

 MS Office Suite (including MS Access & MS
 Project)

 Adobe DreamWeaver

 Adobe RoboHelp

 Adobe FrameMaker

 Adobe Captivate

 Adobe Presenter

 Articulate (limited experience)

 Adobe Photoshop (limited experience)

 Adobe Flash (limited experience)

 SnagIt