

EDUCATION

M.Ed., Information Systems and Learning Technologies

University of Missouri, 2014

Emphasis: Learning Systems Design and Development

Graduate Certificate: Online Teaching

M.A., English

University of Kentucky, 2006

B.A., English/Creative Writing

Ohio University, 1998

INSTRUCTIONAL DESIGN EXPERIENCE

Customer Training Product Owner, Instructional Designer

Hewlett-Packard (HP Software) • Lexington, KY

October 2013–Present

I am the product owner for customer training for HP Exstream, a global multi-million dollar enterprise software portfolio, where I manage a training development budget of \$900k. I manage a team of instructional design contractors and localization vendors in an agile development environment and coordinate across the business to define training paths, certification exams, and training delivery strategies.

Course Developer

Hewlett-Packard (HP Software) • Lexington, KY

January 2011–October 2013

I conducted training needs assessments and designed instructor-led, self-paced, and online software courses for technical and non-technical enterprise customers, and managed courseware development projects from proposal through localization. I authored course content, designed graphics, developed and tested HP Exstream applications to support lab exercises, and presented demonstrations of course technology across the business.

Instructor, Writing Mentor

Carnegie Center for Literacy and Learning • Lexington, KY

March 2011–May 2014

As an instructor, I designed and delivered creative writing workshops and publishing-related seminars in a community center setting, with a focus on creative nonfiction and fiction writing courses for teens, and was a three-time instructor for the Young Women's Writing Project. As a mentor, I worked one on one with mentees of all ages toward their business or creative writing goals. I also assisted staff with designing a strategy for an online creative writing class curriculum.

Teaching Assistant, Distance Learning Instructor

University of Kentucky • Lexington, KY

August 2002–May 2005

Designed courses and taught on-campus and distance undergraduate and graduate students in composition, business writing, and technical writing courses. Served on a committee to revise the business writing curriculum, co-authored the textbook, and designed the layout for publication. Individually designed a new technical writing curriculum.

PROFESSIONAL SKILLS

Agile Development, Training Needs Assessment, Interaction Design, Instructional Systems Design, Web Development, Designing and Teaching Online Courses, Rapid Application Design, Designing Computer Systems for Collaborative Learning, Digital Media

DEVELOPMENT TOOLS

Adobe Captivate, FrameMaker, Illustrator, and Photoshop; Articulate Storyline; GoAnimate; HTML5/CSS3; Madcap Flare; Microsoft Office, Project, and Visio; PowToon

RELEVANT EXPERIENCE

Freelance Editor

Lexington, KY

June 2003–Present

Consult with referred clients to edit book-length academic and creative projects, for native and non-native speakers of English.

Information Architect, Senior Information Developer

Hewlett-Packard (Exstream Software) • Lexington, KY

February 2007–January 2011

I analyzed business and technical requirements and planned the transition of content from unstructured FrameMaker to XML to promote content reuse and reduce localization costs. I redefined the architecture for the HP Exstream enterprise software portfolio, reducing the core documentation set from 72 reference guides to 12 task-based user guides and improving overall quality and usability based on customer and partner feedback.

Technical Writer

Commonwealth Office of Technology • Frankfort, KY

August 2005–February 2007

I facilitated an interdisciplinary team of developers, business analysts, and management to define and document the Software Development Lifecycle (SDLC). I authored software user guides and online help for Department of Revenue tax systems, and edited software development documents and requests for proposals.

Marketing, Editing, Design, and Production Intern

University Press of Kentucky • Lexington, KY

August 2004–April 2005

As an intern for marketing, I authored jacket copy for 12 nationally-released books, including histories, a biography, film studies, cultural studies, a cookbook, photography, and a memoir. I also worked with a publicist to author press packets for book launches and book tours. As an intern for Editing, Design, and Production, I proofed blue sheets and coded manuscripts for publication.

CSV Coordinator, Technical Writer

Eli Lilly & Company • Indianapolis, IN

November 2001–August 2002

I planned and coordinated a computer systems validation documentation audit to achieve compliance with internal, corporate, and FDA standards following a failed Y2K audit. I also analyzed existing documentation to identify deficiencies, augmented validation documentation, and reviewed work produced by technical writers.

Documentation Supervisor, Senior Technical Writer

Qwest Communications • Dublin, OH

June 1999–March 2001

I conducted documentation needs analyses, prioritized projects, and managed the delivery of standard operating procedures and instructor-led training courses for an international telecommunications company. I managed up to 300 documentation projects and 20 technical writers.

PROFESSIONAL MEMBERSHIPS

Association of Talent Development, national and Kentuckiana chapter member since 2013

PROFESSIONAL PRESENTATIONS

“Using Agile Methodologies for eLearning Development.” (2015, February 10). Presentation to the Association for Talent Development Kentuckiana eLearning Support Group, Louisville, KY.

RELEVANT PUBLICATIONS

Finley, Frankie, Sarah Fitzpatrick, Kenneth Hawley, Beth Shannon, Richard Smith, Mary Kathryn Tri, and Joe Wegrzyn. *Business Writing*. University of Kentucky Writing Program, 2003–2004.