

## PROFESSIONAL EXPERIENCE

- Present      **Learning Consultant** (Kaiser, Emeryville, CA)
- Train nurses to document nursing activities electronically within medical software, Epic/Health Connect.
  - Utilize teaching methodologies as appropriate and create job aids to bridge learning gap.
- 2007-2008      **Instructional Designer/Online Specialist** (Aruba Networks, Sunnyvale, CA)
- Successfully deployed the first e-learning course, in Aruba's Learning Management System (Sumtotal), after one month of self-study. E-learning solution, available to Aruba employees, partners, resellers, and international customers, saved company over \$10K.
  - Managed and executed production of e-learning courses and Flash-based videos while assuming responsibilities as designer/developer, project manager, and information architect, and videographer.
  - Recommended development tools to shorten production timeline and reduced costs by half. Innovated new methods to deliver content that sets new standards and helped departments leverage available tools and existing content whenever possible.
- 2006-2007      **Training Specialist/Consultant** (Genentech, South San Francisco, CA)
- Designed and developed instructor-led training and online courses. Managed projects from initiation to completion, worked closely with subject-matter experts, and facilitated pilot training and train-the-trainer sessions.
  - Provided documentation for Training Qualification development, in alignment with Plateau Learning Management System for Product Operations (PROP) Training.
  - Evaluated and wrote on-the-job assessments for customers across PROP Training (e.g. Manufacturing and Quality).
  - Trained in cGMP Compliance, Regulations, and Documentation.
- 2005-2007      **Instructional Designer/Consultant** (Kinection Studio, Santa Cruz, CA)
- Client: Network Centric Operations Industry Consortium (NCOIC)**
- Converted three-day workshop to two-hour online course on military network centric operations; designed content with careful considerations to interactive activities that engage and educate non-tech savvy learners.
- Client: Partnership for Peace**
- Revised existing course content and illustrations to fit international audience.
  - Managed production process and effectively communicated with copyeditor, voice-over actors, and development team to finish project within tight timeline.
  - Saved project \$2K by choosing voice-over actors who were efficient and responsive.
- Client: San Francisco Film Arts Foundation**
- Designed and developed two workshops that trained and improved customer service skills of Film Arts Foundation employees.
- 2000-2005      **Education Researcher** (SRI International: The Center for Technology in Learning, Menlo Park, CA)
- Co-produced video (2001 Telly Awards Finalist) and co-authored field assessor's guide

which trained 800+ contractors nationwide to conduct student assessments for two longitudinal studies funded by the U.S. Department of Education.

- Project managed production process and delivered training video within budget and on time. Responsibilities included: define scope, storyboard content, schedule the filming of talents, and work with multiple vendors.
- Evaluated collaboration tools, trained, and managed online community of 10 bicoastal researchers. Collaboration tool and job aide expedited data coding process and kept project task within targeted timeline.
- Conducted interviews and analyzed data to determine the effectiveness of national secondary school reform initiative of the Bill and Melinda Gates Foundation.

1999–2000

**Account Manager** (Education Partners, San Francisco, CA)

- Managed math and reading program contracts, material orders, and accounts payable/receivable for 200 public schools that adopted Success for All™.
- Evaluated and rewrote policies and procedures to streamline application and contracting processes.

1995–1998

**Literacy Coordinator** (Santa Clara Public Library, Milpitas, CA and READ/San Diego, San Diego, CA)

- Taught and assessed adult basic education and English-as-a-Second language students.
- Trained volunteer tutors in multisensory and multicultural teaching techniques.
- Created basic skills and second language curriculum and materials.
- Facilitated monthly support groups, tutor trainings, and new student orientations.

## EDUCATION

2002–2004

**San Francisco State University** (San Francisco, CA)

Master of Arts in Education, Instructional Technologies (ITEC); Distinguished Achievement Award for Academic Excellence

1994

**Nankai University** (Tianjin, China)

Six-month study on language, literature, and culture; Pacific Rim Scholarship and the Institute of International Education Undergraduate Scholarship for Asia/Pacific Study

1991–1995

**University of California, San Diego** (San Diego, CA)

Bachelor of Arts, Urban Studies and Planning, Chinese Studies

## PROFESSIONAL ACTIVITIES

2003–Present

- Certified Designer of Learning Games & Simulations for Leadership and Teambuilding, The North American Simulation and Gaming Association (NASAGA)
- Co-founder, ITEC Student-Alumni Network (ISAN) at San Francisco State University
- Member, The eLearning Guild
- Member, The American Society for Training and Development

## TECHNOLOGY SKILLS

### Multimedia

- Articulate
- Camtasia
- Captivate
- Flash
- iMovie

### Web/Graphic Design

- Dreamweaver
- HTML Coding
- Photoshop
- ImageReady
- SnagIt

### Collaboration

- Adobe Connect
- Sharepoint
- WebEx
- Wikis/blogs

### Learning Mgmt System

- Blackboard
- Sumtotal
- Plateau