

Erin E. Lawler-King

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SUMMARY

Motivated and self-directed professional seeking a position that will utilize educational background and 11+ years of experience in instructional design, training, project management and customer support.

- Designed, developed, and customized courseware and performance support materials for Web delivery (synchronous/asynchronous) and Instructor-Led Training
- Successfully planned and led training development teams for new software implementations
- Delivered stand-up training classes and facilitated post-training support
- Extensive experience with authoring tools to create Web sites, Web-based courses, and online help
- Significant customer service experience (managed a large customer base)

Able to work independently with a minimum of supervision. Strong team player with the ability to lead others. Creative, organized, and seeks to always produce high-quality work that exceeds customer expectations.

EMPLOYMENT HISTORY

Innovative Employee Solutions-- San Diego, CA

Instructional Design Consultant (April 2008 – September 2009)

Designed and developed instructor-led training and e-learning content on a contract basis for a large government contractor in a variety of subject areas (i.e., enterprise software implementations, human resources initiatives). Worked subject matter experts to identify training requirements. Coordinated project resources and performed project management tasks as needed. Developed course content in Captivate, Lectora and other authoring tools.

RELATE Corporation (www.relate.com) -- San Diego, CA (Company based in Camarillo, CA)

Director, Instructional Technology (November 2007 – March 2008)

Worked as a hands-on project manager/developer for a small e-learning company. Designed and developed training, e-learning and video content in a variety of subject areas (i.e., county government, financial services, enterprise software applications, authoring tools). Worked directly with clients to perform needs analysis and identify training requirements. Coordinated project resources and developed tracking tools to assist customer with project management. As a remote employee, worked independently and with other remote team members to develop training in a fast-paced environment. Designed course structure and wrote storyboards for development. Developed course content in Captivate, Lectora and other authoring tools.

Science Applications International Corporation/SAIC (www.saic.com) – San Diego, CA

Senior Training Project Lead (September 2006 – November 2007)

Designed training and support plan for assigned track in enterprise-level ERP system implementation (end-user audience of several thousand individuals). Successfully led a team of instructional designers and subject matter experts to develop end-user training and performance support materials. Worked with training program manager to develop project schedules and assisted with resource planning for training tasks. Managed assigned resources to complete training deliverables according to baseline project plan. Worked with internal customers and end-users to set expectations regarding training deliverables. Mentored junior designers in course design and development. Documented department procedures and instructional design methodology in order to orient contractors and new hires quickly and efficiently. During new hire orientation, presented project background information and department best practices.

Senior Instructional Designer July 2005 – September 2006)

Designed and developed training solutions for new applications implemented by SAIC Information Technology Services (ITS) to support business operations. Using input from subject matter experts and project sponsors, performed analysis to assess audience characteristics and needs, establish content requirements, and determine appropriate delivery methods for systems training. Designed instructor-led training, Web-based training, online help systems, and job aids. Worked with Training Lead(s) to create project schedules; provided regular status updates to project manager and other stakeholders. Worked closely with ITS and other project team members to create training environment requirements. Coordinated activities for course registration, classroom scheduling, and other implementation logistics.

Mitchell International

Instructional Designer – San Diego, CA (October 2002 – July 2005)

Designed 15+ Web-/CD-based courses for software applications, including flagship products, using a variety of authoring/design applications. Participated on design teams for multiple WBT courses (review/testing). Worked with product managers, software developers, QA teams and customers to determine training requirements. Conducted needs and task analysis for new projects. Wrote design plans, storyboards, and test plans. Collaborated with team members to redesign company e-learning Web site to improve ease-of-use. Performed usability studies with clients in-house and in the field to validate new designs and obtain customer input for future

design efforts. Wrote e-learning site content, training workbooks, and job aids. Mentored new designers on design standards and use of development tools; reviewed work products of junior designers. Performed course/site testing to ensure high quality.

Customer Satisfaction Manager – Tampa, FL (May 2000 – October 2002)

Managed and provided field support for an account base of approximately 250 corporate insurance clients in the state of Florida. Trained new users in the use of software applications (classroom and one-on-one). Designed training curricula and documents for stand-up courses. Determined implementation strategies for large product rollouts. Delivered internal product training classes for technical support personnel. Performed software product installation/configuration and troubleshooting for customer base.

Customer Training Representative -- Chicago, IL (February 1998 – April 2000)

Trained new users in the use of specialized Windows software applications for the automotive/insurance industries. Delivered follow-up training for existing users during major product upgrades. Provided on-site support of new users following training classes. Performed in-class troubleshooting and resolution of hardware/software problems. Made client site visits for on-site customer service. Modified training materials and documentation for improved training class effectiveness.

Product Development Support Coordinator -- San Diego, CA (March 1996 – January 1998)

Supervised administrative support staff. Primary administrative support for executive vice president. Devised methods to improve communication of software development activities to all areas of the company. Created channels for improved access to product status, schedule and release information.

Insurance Order Fulfillment Specialist -- San Diego, CA (April 1995 - March 1996)

Primary contact for large external sales/service force in the corporate insurance market. Reviewed incoming orders and confirmed compliance with contracts. Assisted field personnel in completion of customer orders. Worked with outside vendors to fulfill computer hardware orders. Coordinated order fulfillment activity with multiple departments in the organization.

EDUCATION

San Diego State University (San Diego, CA) – M.A., Educational Technology, 2006
Pepperdine University (Malibu, CA) – B. A., English, 1994 (Magna cum Laude Graduate)

ADDITIONAL SKILLS AND TRAINING

Experienced in the use of the following:

Authorware	Dreamweaver	Lectora	Microsoft Project
Captivate	Fireworks	RoboHelp	Audio Recording/Editing Tools
Camtasia Studio	Flash	Microsoft Office Applications	Graphic Capture Tools

Additional skills/career development training:

PCI Global Inc. - San Diego, CA – May 2007

Certification Prep Class: "Certified Associate in Project Management (CAPM)"

SAIC Technology Training Center - San Diego, CA – May 2006

Technical Training: "Introduction to Microsoft Project 2003"

Roundpeg - Phoenix, AZ -- September 2005

Technical Training: "Macromedia RoboHelp X5"

Kepner-Tregoe – San Diego, CA -- April 2004

Training Seminar: "Problem Solving and Decision Making"

Darrell L. Sink, Inc. – San Francisco, CA -- February 2003

Training Seminar: "Designing Instruction for Web-Based Training"

SkillPath Seminars – Tampa, FL -- May 2002

Training Seminar: "Two Day Project Management Seminar"

SkillPath Seminars – Tampa, FL -- December 2000

Training Seminar: "Professional Trainer's Conference" (Needs Assessment/Consulting Track)

Decker Communications – San Diego, CA -- June 1999

Training Seminar: "Effective Communicating"