

JENNIFER HERROD

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OBJECTIVE

To obtain a position in which I can utilize my experience in instructional design, project management, and multimedia design.

SUMMARY OF QUALIFICATIONS

Training and Education

- 4 years experience instructional design and development
- 5 years experience stand-up and one-on-one training facilitation

Multimedia Design and Development

- 3 years experience multimedia development including web design, Computer-based (CBT) and Web-based training (WBT)

Project Management

- 2 years experience managing teams of instructional writers and subject matter experts developing content for Instructor-Led (ILT), CBT and WBT courses

PROFESSIONAL EXPERIENCE

Instructional Designer

Learn2 Corporation, Golden, CO

July 2001-March 2002

Designed and developed online learning courseware for the general corporate audience. Worked closely with Subject Matter Experts (SMEs) to extrapolate content, adding instructional features, and re-writing content appropriate for the online learning medium. Project managed courses through image selection, layout, audio recording, and production. Collaborated with fellow team members to create instructional design standards and process improvement tools. Participated in cross-departmental meetings to improve the StreamMaker Template, Learn2's proprietary tool for course creation using streaming media technology.

Independent Consultant

JCH Consulting, Denver, CO

January 2000-July 2001

Project Manager/Lead Instructional Designer for Web-based Training for eDeploy, Inc.

Developed a comprehensive instructional strategy for the redesign of existing WBT modules. Led a formative and summative evaluation including beta test, customer surveys and one-on-one interviews. Managed Technical Writers in the development of new WBT courses for the eDeploy application with Generation21 software. Acted as the System Administrator in charge of the Generation21 Learning Management System (LMS).

Training Project Manager/Lead Instructional Designer for Stayhealthy, Inc.

Designed a comprehensive curriculum for call center technical support specialists. Developed Instructor-led customer service, sales and product training materials. Managed instructional writers and subject matter experts the development of technical support training.

Instructional Designer for HealthMarket.com

Designed and developed Instructor-led training materials and assessment tools for call center representatives covering customer service, sales, technical support, Internet navigation, and customer specific software applications; including QMACS, Quality Managed Care System.

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Instructional Designer Mincom, Inc. Denver, CO May 1998- January 2000

Designed and developed a comprehensive six-week new-hire field-consultant training curriculum on MIMS Open Enterprise. Managed a team of subject matter experts (SME) and instructional writers in the development of Instructor-led and Computer-based training (CBT) for external users of MIMS Open Enterprise software. Collaborated with subject matter experts to develop content for global CBT and WBT software upgrade tutorials for MIMS Open Enterprise. Facilitated focus group meetings for the evaluation of ILT and CBT training curricula. Delivered new employee orientation and third-party reporting software training.

Training and Resource Coordinator Mincom, Inc. Denver, CO May 1996- May 1998

Coordinated external customer product training at various locales for 30,000+ MIMS software users. Deployed training and consulting resources to 35+ Mincom projects worldwide. Coordinated and scheduled internal training and development programs for 175 Mincom employees nationwide. Conducted new hire orientation for the professional services department.

Administrative Assistant Mincom, Inc. Denver, CO December 1995- May 1996

MULTIMEDIA ABILITY

Microsoft Windows 2000 Office Suite	Microsoft Publisher	Macromedia Dreamweaver
Microsoft Access	Microsoft Front Page	Macromedia Fireworks
Microsoft Project	Visio 2000	HTML
Generation 21 Developer and LMS	Adobe Photoshop	Adobe FrameMaker

EDUCATION

Master of Arts, Information and Learning Technologies
University of Colorado at Denver, August 2001

Bachelor of Arts, French/English
Colorado State University, May 1995
Vice President of the Foreign Language Honor Society, Phi Sigma Iota 1993-1995

PROFESSIONAL ASSOCIATIONS

International Society for Performance Improvement, Front Range Chapter
Vice President, Publications 1999-2001

References available upon request