

ku•dos con•cepts

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instructional design & e-learning development

- Designed and developed three online courses for the United Nations Department of Field Support human resource personnel worldwide
- Designed an online training program for the Federal Aviation Administration on the Automatic Detection and Processing Terminal (ADAPT) system
- Created online training course on writing and developing effective policy for the United Nations Department of Peacekeeping Operations
- Designed three 6-hour online courses on strategic healthcare management for eCornell
- Developed two 8-hour online courses on negotiations for eCornell in collaboration with Samuel Bacharach, McKelvey-Grant Professor in the Department of Organizational Behavior at the School of Industrial and Labor Relations at Cornell University
- Designed three custom online courses for the United Nations Development Programme (UNDP) as part of an eCornell Human Resource Management certification: *Foundations of Human Resource Management in UNDP, Learning & Development, and Job Evaluation*
- Consulted to WebCT (now Blackboard) and major educational publishers on ways to enhance the quality of digital content offerings
- Developed criteria for evaluating the quality of digital content available in the higher education market
- Designed assessments for determining knowledge and skill levels of managers in an online leadership-training certificate program
- Composed, selected, and assembled online resource materials to accompany chapters in higher-education textbooks for Houghton Mifflin
- Developed AERS training modules for the Federal Aviation Administration
- Developed user training for DYS Analytics (now Permesssa) on an enterprise application that analyzes email traffic patterns, optimizes resource use, defines and monitors service levels, and detects possible security issues
- Designed and created online learning modules on Six Sigma measurement statistical analysis for Pearson Performance Solutions
- Created online modules for the Master of Translation program at NYU Virtual College
- Developed web design and computer skills curricula, including teacher training materials, for use in secondary schools
- Created online course on e-commerce for NYUonline
- Designed self-paced online learning modules on an eCRM application
- Developed numerous courses for system administrators, developers, and business users on the NetGenesis (now SPSS) e-business intelligence tool
- Designed and wrote training course materials for Cold Fusion, now a product of Macromedia
- Created courseware on web site design and data warehousing for Sybase, Inc.
- Produced slide-based, 2-day course for eRoom (now EMC) on its APIs

research & writing

- Research, documented, analyzed, and recommended improvements in online course development and production workflow for Pearson Education
- Created guides for managing multiple course sections and teaching with MyMathLab, a Pearson Education online math education product
- Developed and updated numerous install and user guides for DYS Analytics (now Permessa) CONTROL! applications
- Wrote numerous guides for instructors and students teaching and learning in online environments, including WebCT (now Blackboard) and Pearson Education's CourseCompass
- Developed 250-page hardware/software manual on the Polaroid Prediction 2000 Automatic Halftone Proofing System
- Documented adapter for bringing XML from BladeRunner into BroadVision's One-to-One Enterprise server
- Authored *Lotus Notes and Domino 4.5 Answers*, 1st and 2nd editions, published by Osborne/McGraw-Hill; 2nd edition of the book is rated 2nd best Lotus Notes book available on Amazon
- Wrote white paper and multimedia marketing presentation on Next Generation Learning tool for developing and deploying web-based instruction
- Wrote client handbook and white paper for Shareholder.com (now NASDAQ), which provides shareholder services for Fortune 500 clients

web site & multimedia design

- Reorganized and revised all content on the Pearson CourseCompass web site
- Scripted and produced 5 online training videos for Pearson Education
- Conceptualized, designed, and coded web site for Harvard Medical School department
- Developed online marketing tours of CourseCompass for Pearson Education

project management

- Managed course development and documentation projects for DYS Analytics, NetGenesis (now SPSS), Sybase, Polaroid, BroadVision, and NetCentric
- Managed editing of all Sybase, Inc. training and consulting materials, including student materials, instructor guides, slides, multimedia presentations, marketing collateral, white papers, and online learning objects, for 6+ years
- Performed market research and implemented marketing strategy for a startup high-tech licensing company
- Developed, implemented, and evaluated national marketing plan that increased sales by 200% annually for 3 consecutive years and expanded customer base by 1000% for innovative educational curriculum product

education

- Ed.M., Harvard University, 1982
- B.A., Beacon College, 1979

government clearance

- Top Secret

affiliations

- Editorial Freelancers Association
- National e-Learning Guild
- New England Learning Association
- Society for Technical Communication (International Judge, 2007, 2009; Region 1 Judge, 2001–present)
- Student-Alumni Mentoring Initiative, Harvard Graduate School of Education

references

- Available upon request