

Professional Summary:

Experienced Instructional Designer and eLearning Designer. A Passion in IT and helping others to develop skills. Doing this by providing quality educational courses for Stakeholders and Employees that require comprehensive, yet engaging content. Projects from Concept to Completion using eLearning Development and Blended Learning techniques, in subjects from Savings & Finance; to Food Safety to Legal Will Writing - any subject deliverable in liaison with SMEs and Stakeholders. Technical knowledge using interactive Authoring tools: Storyline ; Articulate 360; Adobe Creative Suite; Vyond Animator and Video Editing software.

Education:

Awarding Body	Date	Qualifications
Knowledge Academy	March 2018	Prince2 Project Management (Foundation)
Wingate Training (UK) Ltd eLN Network Ltd	November 2011 April 2018	Level 3 Certificate in Assessing Vocational Achievement (CAVA) Unit 1,2 (Wingate 2011) Unit 3 (eLn Network 2018)
TV Training Academy	May 2015	Professional TV Presenter Training
DV8 Training	July 2011	Functional Skills Maths Level 2
BITE	November 2008	CMI Level 5 - Diploma in Management
University of Greenwich	October 2001	PGCE in Education
Corporate Learning	1999	IT Trainer Development Programme
UEL	1998	BSc (Hons) IT with Microbiology
NCU	August 1995	ASc Computer Science (PASCAL, COBOL, ASSEMBLY, B.A.S.I.C.)
AEB	1986	O Level English Language

Software Skills: Articulate 360 Suite, Articulate Storyline 3, Licensed Holder (LH), VideoScribe, Camtasia 3 for MAC (LH), Movavi (LH), Easy Sketch PRO (LH), Smart Assessor (ePortfolio), Moodle VLE, Planet Estream, eTracker Database (an FE CRM), Microsoft Office Suite (Advanced level for all): Word; Excel (with VBA); PowerPoint; Access (with VBA); Publisher; Project. Also, Visual Basic (.NET & VBA; Java); CorelDraw; Adobe Creative Cloud Suite (LH); Dreamweaver, Hot Potatoes and Quia; Virtual Learning Environment development (VLEs): LMS platforms such as: UDEMY, THINKIFIC, TEACHABLE, Learndash; Unicorn and TALENT LMS; Implementing AdSense and Clickbank; Wordpress Widget and Theme editing for Wordpress; Handling SCORM/API/Tin Can compliant files; Office 365; Sharepoint; SKYPE for Business. AdSense and Clickbank, Wordpress Widget and Theme Development for Websites/Blogs, XML conversion, HTML5, JAVA

Key Trainer Skills:

- IT Training experience of over 25 years using **Pedagogical / Andragogical** methodologies
- **Online** and **Face to Face** Training
- **Instructional** Design; **Storyboard** development; Graphic Design; and **Engaging** Content Creator
- Background in working with multiple industries
- Can work independently, yet a Collaborative Team Player
- **Demystify** difficult subjects using various learning styles to aid learner comprehension
- Integration of **Usability for learner ease of use and learning objectives** in learning modules
- Carry out analysis of training needs (**TNA**) and Training Approach Documents (**TAD**)
- Designing and delivering IT ;Soft Skills; Management; and Compliance Training programmes (formal, informal, online)
- Document/Create Training materials and user guides
- Advanced IT Technical Authoring for Courses in: Web Design; Networking; MS Office; VBA; Macro Creation, etc.
- Actively involved in developing ongoing strategies and enhancing the way training is delivered
- Advanced Knowledge of desktop Windows Applications such as Windows 10, Office 2016 (all Office 365 & Microsoft Office applications) and SharePoint with page building; cloud-based software and internet browser constraints.
- During production of eLearning modules always ensuring the correct management of any content that has been reviewed. Quality assurance of all documentation as I collate feedback and use this in developing Training products.

INDUSTRY EXPERIENCE SUMMARY

eLearning Development/Training

- **Learning Management System** Implementation and Development using HTML5 and CSS
- **LMS Deployment** of eLearning courses and embedded materials. Also, file sharing; archiving and updating
- **Articulate Storyline 3** modules created to Client Needs. Includes creating **self-marking exams**.
- Communications expertise in use and implementation of Social Media and Marketing Strategies
- As an Adult **IT Trainer** in MOD (Ministry of Defence Sector) conducting: Training Needs Analysis; Classroom Delivery/ Setup; Technical authoring; Delivery of ICT and Business. Leading and Working with Others in: Technical Authoring; Designing material for Commercial and Bespoke Training.
- Computing Subjects delivered for over 20 years have included: Web Design in HTML/CSS: Notepad and Dreamweaver; Systems Analysis; Programming in VB.Net/VB8 and Java; Networking and Topology Theorem; Computing Mathematics; Algebra and Calculus; Assembly Language; Macro Programming and Front End form creation for: ACCESS and EXCEL; Access Database Programming/Modular design.
- Affiliate Program and Backlinks Creation/Development to monetise Wordpress Blogs and Customised Wordpress Website development for Clients. Training SMEs how to manage their web sites.
- **Vyond Animation** embedded within Articulate Storyline 360 and **deployed unto Unicorn LMS**
- Use of **Articulate 360**: Storyline, REPLAY; PEEK; Articulate Storyline 3 and **implementing SCORM** via LMS to design and develop eLearning solution for staff who require remote/online learning to work around job commitments without disrupting work schedules.

Business Development Management

- **Risk Assessment** and Achievement Monitoring for FE Funding Claims and ROI.
- **SAP Rollout** at a large Stationery provider ; Senior IT PA at all meetings for the project then promoted to Assistant Project Manager – Client Side. The Project was eventually Managed by Exception.
- **SAP Project Assistant** for a Stationery Company with Buy-in of 6 companies to roll-out SAP for their Sales and Marketing function and Data Warehousing project to Manage Packing and Picking. Executive PA to IT Directors attending all Steering Committees; Senior Management and Chairman Briefings
- **Database Management**: Maintenance of system using: dBase 3+ (Running Management Reports, Field creations and Maintenance; Queries) FEFC funding Management and Database Reconciliation.
- **Supervisor and Manager** for small Teams and Creative Industry Project Management.
- Exam Strategist and Course Leader, Managing my own workload: High Success rate for Learners
- **Stakeholder Liaison** and Business Analysis for improved performance and Scalability for Clients
- Writing **Proposals/Bids** for Prospective Contracts. Fund Raising: Grants and Govt Match funding initiatives.
- Basic **Book Keeping** tasks for Tax Returns and NI Contributions annually as a LTD Company/Contractor.
- Managing **Marketing Strategy**: Campaigns; Funnel Building; Crisis Management Plans and Policies; Cyber Security; Data Protection GDPR Policy review and implementation; eLearning; and eSafety Policy writing. Re-branding Policies and Guidelines. General HR Management.

Voluntary Role

Nov 2012 to Present **eLearning Training Manager** Foodtruly Ambitions Ltd (formerly Foodtruly Ltd)

- **Designing**, Developing and **Delivering** Operational and Soft Skills, Induction, and Onboard Training
- **Coaching**, Facilitation, a keen listener and communicator to **help staff build and grow** in their roles
- A passion for self-development and use of current developments in Training and **Employee Engagement**
- Managed centralised training management system. Quality Assurance and Compliance.
- **Supervising** L&D administrators, including examination administration and registrations
- Creating and Planning effective management of training sessions; examinations and managing budgets
- Managing external qualification providers to ensure best quality and consistency
- **Compliance with Accredited Centre Charter** for delivering curriculum to **OFQUAL regulations**
- Preparing and Delivering Training Material. Use of online learning for Blended Learning sessions
- Delivering **PYTHON; JAVA; and GUI** programming to FE Learners
- Encouraging staff development; mentoring and supporting growth and engagement. Motivator.
- **Curriculum Development** tailored as appropriate to learners with specific learning styles
- Advanced Word; Excel; and PowerPoint usage for delivery and tracking training and records
- Excellent **planning and organisational skills** with strong written and communication skills
- Supervisor and **general business management** to raise awareness and income generation.
- Food Safety Training and General Financial and Management Training
- Training subjects within a pedagogical and andragogical framework as required for varying learning styles.

EMPLOYMENT HISTORY- Various Agency Contracts

(All roles includes: Lecturing; Course Development, Candidate Assessing and Internal Moderation)

Oct 18 to Feb 19 **eLearning Developer** - OSB (Financial Regulatory Digital Training Contract)

- Regulatory Digital Training Consultant for All Financial Development of Staff and Management.
- End to End Design and Sign Off. Instructional Design; Storyboarding and eLearning Development.
- Planning, design, development and testing of the content using Agile-style feedback and regression testing
- Liaising with SMEs and Stakeholders to agreed deadlines
- Implementation of Business Wide Branding Values across all digital content
- Owner of **eLearning Project Plan** Approach created to **Manage Stakeholder Expectation**
- Introduced Adobe Creative Suite as an added tool for 'tailoring' training modules
- Designing engaging eLearning deployed to over 1000 staff in UK and India.
- Introduced and implemented a Systematic Approach and **tailoring the ADDIE methodology** to parallel existing OSB Training Approach which included TNA; Training Approach Documentation and a Focus Group Cinema for feedback that would be used to build Employee Engagement and interactivity.
- Created interactive and innovative eLearning resources.
- Converted existing materials into high quality, interactive eLearning materials to schedule across all projects
- Course Type identification and eLearning Advisory to Stakeholder requests - My recommendations included **Increasing turnaround time** by use of either: Video with closed caption; eBook products using Player controls; PowerPoint Shows with Voiceover; or mixed types for 'Text Heavy' legislative topics to be broken down into lessons/modules to increase engagement and interactivity.
- eLearning was a part of the Transformational journey, I created branded samples and templates.
- Cinema idea delivery to gain employee engagement which resulted in staff buying in to the new course rendering using animation and articulate storyline. There was a high employee engagement recorded.
- **Vyond** Animation embedded within Articulate Storyline 360 modules deployed onto **Unicorn LMS** platform or as a stand-alone product.
- Co-Creator of Multi-use Corporate eLearning Template for maximum viewing on LMS in Widescreen or Using Articulate Player which was branded to Marketing specification as appropriate.
- Use of Accessibility methods for eLearning modules.
- Online Financial training to meet Financial Conduct Authority legislative requirements.
- Ensured all content compiled with SCORM standards for Learning Management System
- **Closed Caption creation** and Development in **Articulate 360**, use of Adobe and other Subtitle Edit Pro Video Editor software; **Adobe Creative Suite** for production and rework of images and videos using **Adobe: Photoshop; Premiere Pro; Illustrator**. Poster and PDF creation using **Vengage** and **Adobe Acrobat**.
- Microsoft and VBA Technical support for PD Team in advanced features of: Word, Excel and ACCESS.

Jun 18 to Sep 18 **Interim Catering Supervisor – Patient Dining** at **Royal London Hospital** for SERCO

- Manage Patient Dining Ward Based services within the hospital, and be responsible maintaining relationships with local customers and employees across the contract to resolve issues and problems
- **Deputise for Catering Manager** and maintain SERCO Terms and Conditions of service
- **Supervising Pick/Pack staff daily to work as a team**; also **Supervising NHS Ward Hosts** to maintain quality of service and monitoring work standards and team working
- Undertaking **NHS HACCP maintenance and Quality Assurance** audits: Pantry; Kitchen; Wastage Recording; Menu Printing and modifications for Pick & Pack. Adhering to BRC and HACCP Standards
- Dealing with Patient complaints at **Ward level and resolving issues** as they arise
- Night duty **Supervision of the Catering Unit** and attending Ward Level to resolve urgent Catering issues.
- An **Ambassador for the Patient and Hospital** representative providing customer service to patients.
- **Menu Diet advice at Ward level** to patients with Dietician changes to maintain a pleasant dining experience
- Resolving staff disputes and **ensuring a Team atmosphere** and encourage communication.

Mar 17 to Apr 18 **IT Digital Marketing Assessor** - Digital Skills Solutions

- Coordinate/Delivery of Functional Skills & eLearning Project : ICT, Maths and English Lvl 2 Only.
- **IT Assessor/Coach**: Level 3 Diploma in Social Media for Business frameworks
- IT Assessor/Coach in Digital Marketing Level 3 on New Standards preparing learners Knowledge skills; Synoptic Project and Portfolio for End Point Assessment. Monthly visits and Training Sessions Off the Job for All Apprentices. Business Liaison Ambassador for DSS

Feb 13 to Mar 17 **Computer Science Lecturer** (Overlapping Lecturer Contracts for various FE Colleges)

- Delivery of BTEC National Diploma in ICT modules
- Delivery of Functional Skills: ICT, Maths and English Lvl E1 to Lvl 2 (ALL SUBJECTS)
- Blended Learning and eCourse Development in **Articulate, Replay, RISE**, Authoring Tools.
- Administrator of Moodle VLE online resources for subject delivery as the SME

- Use of **technical authoring tools** and techniques in teaching and assessing
- Utilised and developed an eLearning opportunity for remote Learning.
- Checking Framework requirements; Developed Functional Skills Assessment and Auditable system for 1:1 and Workshop Delivery with **regular Progress Reviews in the Workplace.**
- Liaison and Relationship building with Employers as an Ambassador for the College
- Apprenticeship ACE Award Claims and Funding Analysis for Learners: Timely/Untimely
- **Conducting Audits** for Functional Skills System; Risk Assessment and Achievement Monitoring
- Use of Smart Assessor to communicate with Learners; Assessors; and Employers
- Supporting Learners who need to implement concepts learnt in the workplace and exam revision
- Booking Exams/Establishing Learner Programme Status and whether to be Fast Tracked
- Completing Learners to ensure Budgets and Funding claimed within framework period
- **Training Needs Analysis**; Classroom Delivery/Setup; Technical authoring; Delivery of ICT and Business.
- Technical Authoring and designing material for delivery of bespoke Commercial IT Software Training.

Sep 08 to Jul 13 Part-Time **Visiting Lecturer in Business & Computer Programming**
(Waltham Forest College and Shooters Hill college)

- Delivery of ICT units essential to Level 2 Diploma in Business; Personal Development and Confidence Building. Also, delivery of Equal Opportunities and Understanding Diversity.
- Delivery of Functional Skills in ICT; Mathematics and English – L1 and L2.
- **Exams Administration** and Management via OCR Interchange. Managing all Exam Administration for my group and assisting other lecturers in managing their entries for all attending students.
- Planning and Curriculum Development for Functional Skills Mathematics and VB.Net Programming
- Preparing materials for Microsoft Office 2007 applications. Delivery of pilot scheme - Functional Skills.
- **Delivery** of BTEC Units in **Programming, Advanced Web Design, Networking, Project Management.**
- Lecturing and Candidate Assessing. Good Ofsted feedback: impromptu inspection in my 1st week at SHC
- Key Skills Delivery for: Literacy, IT and Numeracy (Application of Number with some Calculus)
- Delivering and Developing Material for: **Web Design; Systems Analysis; Networking** and other BTEC IT modules on the BTEC First and BTEC National general and Programming pathways.
- During Ofsted Inspection I was observed and feedback to me directly was "EXCELLENT" (Department Ofsted Grade = 1).

Nov 07 to Oct 09 Part - Time **Employment Training Providers** (Personal Advisor / Trainer)

- Basic Skills delivery in Numeracy and Literacy to UNEMPLOYED Clients
- Managing an agreed caseload of programme participants on 13 week programmes
- Complete all Initial Assessments and Individual Learning Plans and other documents for customer files
- Arranging work placements for customers and advising on career progressions and interviewing for jobs
- Liaising with the Employability Assistant in regards to new starts on Nominal roll and signing off customers
- Vacancy referrals; preparing customers for pre-screening and interviews; and CV writing
- Managed, at short notice, non-compliances for a **Funding 'At Risk' Inspection.** Successful compliance restoration and Contract was no longer at Risk, the H2H (Hardest to Help) contract.
- E2E (Entry to Employment) Training for young people either Convicted; Awaiting Conviction; or Recovering from Spent Imprisonment Terms. IT; Confidence; Personal Development
- Basic Skills in Numeracy and English; ESOL; IT Software Training;

Aug 01 to Oct 07 **Newham Sixth Form College** (Tutor/Lecturer/Commercial IT Trainer)

- Subjects taught included: Systems Analysis; Networking; Managing and Developing Websites (HTML/CSS/Java) ; Numerical Modelling & Simulations; Systems Installation and Configuration; Database Design; ICT Serving Organisations; The Human Computer Interface; User Support; LAN Technologies; WAN Technologies ; VB Programming (VB6, VB8 then VB.Net); Operating Systems & Architecture; Internet Systems and Services; VBA for Microsoft Applications – Excel and WORD specifically; also Business Product Development. Value Added recording and tracking of Learning.
 - Commercial Training: Beginners; Intermediate; Advanced (Microsoft, Bespoke software and CLAIT).
 - Expert Lead and Trainer on projects such as: Sure start; NHS; Local Government; and the general public.
 - Training Needs Analysis; Classroom Delivery/Setup; Technical authoring; Delivery of ICT and Business.
 - Technical Authoring and designing material for delivery of Commercial and Bitesize Training.
 - Edexcel OSCA moderator (Lead Assessor) for Programming - AVCE.
 - PGCE Mentor for Beginning Teacher on the PGCE programme at Institute of Education.
 - Member of PGCE (PC) Course Committee at The Institute, London EC1 (2004/2005).
- All Experience from 1990 to present will be discussed further at interview.