

PROFESSIONAL SUMMARY

Technical software training expert with 15 years experience improving online learning as an instructional designer, team leader, simulation builder, and trainer. Ignites cross-functional teams to continuously grow and develop. Drives new processes and product development to innovate and improve learner experience. Excellent written and verbal communication.

RELEVANT SKILLS

Curriculum development	Partnerships	LMS administration
Training delivery	Customer-facing	Presentations
Instructional design	Articulate Rise	Storyboarding
Certification writing	Video editing	Voiceover

WORK EXPERIENCE

STRIPE / Curriculum Developer / 2021 - 2022

- Bootstrapped brand new training and certification team within Stripe's Professional Services organization.
- Led the creation of videos, the curriculum process (ADDIE), and instructional design standards.
- Developed partner training program (eLearning & ILT) with exceptional feedback, 4.9/5 overall satisfaction ratings.
- Wrote Stripe's first associate-level certification exams for implementation architects and sales professionals.

SAP LEARNING / Senior Consultant / 2019 – 2021

- Redesigned content creation process, including the addition of instructor narration and introductory videos.
- Planned, implemented, and managed third-party trainer initiative enabling partners to deliver Ariba courses.
- Administered training systems globally for all SAP Ariba courses and improved system setup time from hours to just minutes by creating a web app to automate the setup process.
- Mentored struggling team members and provide actionable suggestions and motivation.

SAP ARIBA / Senior Consultant / 2015 – 2018

- Designed and authored first 4 professional consulting certifications for SAP Ariba and supporting courses.
- Built and maintained training systems for all modules within the SAP Ariba suite of products.
- Developed popular training courses, including Procurement Admin, Integration Points, and Purchasing Overview.
- Planned, launched, and moderated Ariba's first online learning community, growing it to over 5,000 learners.
- Acted as team lead in resolving complaints, training new team members, and providing ongoing daily support.

ARIBA / Senior Consultant / 2007 – 2014

- Delivered training sessions at all stages of SAP Ariba software implementations for 300+ customers.
- Authored a number of ILT courses on SAP Ariba products.
- Built first virtual ILT program for Contract Compliance.

SKILLS

Computing: Microsoft Word, Excel, PowerPoint, Google Docs, Google Slides, Linux, Docker, HTML/XML

Media: Camtasia, Davinci Resolve, Audacity, Audition, GIMP, Photoshop, YouTube, Vimeo, OBS, Twitch

Business areas: sourcing, contracts, procurement, payments

Learning: Articulate Rise, SCORM, SAP Enable Now, several LMS products (SuccessFactors, Skilljar, Mindtickle)

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY, B.S. Computer Engineering

Summa cum laude, 3.8/4.0 GPA

AWARDS

SAP Ariba Global Services: "Unsung Hero" Award for 2017

- Recognized for my work building and maintaining training systems. Managers nominate team members for this award, and all managers from the services org globally vote for a winner. I am especially proud of this award because my team was not even part of the services org at this time.