

Warren Beck

415-298-1896

SKILLS

- 10 years pf experience developing classroom content and internet-based learning
- Highly skilled in facilitating and delivering training to trainers and end-users
- Excellent verbal and written communication skills
- Proficient in knowledge of adult learning theories
- Ability to learn new tasks quickly and work independently
- Experienced in learning management system administration
- Bilingual (English / Spanish)

PROFESSIONAL EXPERIENCE

Instructional Design Consultant – Equariumsolutions, January 2011 – Present

- Authored blended learning solutions for nonprofit agencies
- Hosted and configured LMS portals for returning key customers
- Developed learning paths and certifications programs
- Provide web support technical support for existing customers
- Managed ongoing projects for existing key customers
- Abbvie Pharmaceuticals – Instructional Design 12/2016 -11/2017 – Chicago
- Delta Faucets-Instructional Design 12/2017 – 6/2018 - Indianapolis
- Johnson and Johnson Depuy – Support 7/2018 -3/2019
- HotChalk- LMS Consultant -Admin 4-2019 -9/2019 Remote

LMS Analyst - Google, June 2016 – October 2016

- Created content library structure and document library
- Answered technical ticket issues, on the LMS and online courses deployed through LMS
- Managed all LMS maintenance projects
- Developed custom vendor dashboards using Google Analytics
- Kept accurate and detailed test plans and results
- Co-authored modular vendor training in Articulate Storyline
- Ran system reports and developed custom reports to meet stakeholder needs

Robert Half International - Instructional Designer, January 2016 – April 2016

- Developed adaptive multimedia training solutions for the Staff Development Organization
- Authored role play scripts for internal training projects
- Performed quality assurance testing and editing of existing content for course updates
- Created a global client intake procedure for new learning projects
- Provided an end to end Storyline training solution for top recruitment managers
- Managed curriculum and reports for the Cornerstone LMS

Motorola Mobility - Instructional Designer/LMS Administrator, April 2015 – December 2015

- Developed interactive training modules for the Global Motorola Call Center
- Managed the course library and the training content in the Cornerstone LMS

- Authored reporting dashboards and for call center managers in North and Latin America
- Managed user requests through the Cornerstone ticketing system
- Published content in on the Google Drive using Google Documents
- Created the course library of instructor led training content in SharePoint
- Developed a course development strategy in support of the Global Call Center
- Produced the I call center ILT training, job aids, and participant guides for global IVR rollout

Jazz Pharmaceuticals, Palo Alto, CA
Instructional Designer, July 2014 – March 2015

- Authored a SCORM compliant multimedia training solution for testing knowledge of pharmaceutical procedures using Articulate for instructor led training
- Analyzed content from external online client surveys
- Generated custom reports and templates for proprietary learning management system
- Recorded and edited course content and new company job aids
- Produced a Storyline eLearning module for legal FDA compliance procedures

Ebay/Paypal, San Jose, CA
e-Learning Technology Specialist, February 2014 - July 2014

- Developed tablet training courses for the newly acquired Braintree software suite
- Coordinated meetings with technical resources for product knowledge
- Managed the implementation plan and timeline for production
- Coordinated with remote and off-shore team members
- Assigned team lead on Braintree learning project

McKesson Pharmaceuticals, San Francisco, CA
e-Learning Technology Specialist, August 2013 - February 2014

- Served as the subject matter expert for LMS administration
- Generated recurring and ad hoc reports on course and student metrics and trends
- Coordinated with our client's education team and content vendors to craft and implement process for new course uploads and updates to existing learning programs
- Designed and implemented maintenance strategies and quality assurance measures that map to data analysis and system sustainability
- Authored content exclusively for the Sales Effectiveness Training Team

Green Sciences Academy, Oakland, CA
Instructional Designer/Consultant, January 2011 – August 2013

- Co-authored the technical course content in Moodle for Solar Voltaic Installation
- Developed and managed a set scope of work within the project

- Designed a measurable evaluation criteria to prove effectiveness of training solutions
- Managed curriculum content, collaborated with Program Managers to assess curriculum needs

Inner-City Services, Oakland, CA

Instructional Designer, August 2011 – December 2011

- Authored custom Camtasia multimedia training for Microsoft office administration
- Created and published content lessons using Drupal
- Managed the training project according to state grant guidelines
- Performed train-the-trainer sessions ILT

Tibco, Palo Alto, CA

Senior e-Learning Developer, August 2010 – July 2011

- Developed multimedia on-demand training videos and quizzes using Adobe Captivate
- Scheduled collaboration efforts with remote software development teams
- Initiated data collaboration through Microsoft SharePoint Environment - Adobe Captivate
- Authored web content for Tibco proprietary software suite

Cardinal Health, Dublin Ohio

Senior Programmer Analyst, April 2007- September 2008

- Produced and delivered telephony training materials for new technicians and software developers
- Coded call routing strategies for a multi-site environment
- Generated monthly call center reports for business partners

Genesys Telecommunications, Daly City, CA

Senior Technical Instructor/Course Developer, July 2001 - March 2007

- Provided technical training to Software Developers, PBX Administrators in Spanish and English
- Designed eLearning and ILT courses the fields of Computer Telephony Integration
- Developed telephony training courses and delivered to call center managers
- Key in the development of Genesys Education Services in Latin America
- Certified as Genesys Engineer and Routing Professional

Avolent Software San Francisco, CA

Senior Technical Instructor, April 1999 - May 2001

- Helped establish the Technical Training Department
- Targeted system integrators in developing and extending the functionality of the product line
- Responsible for defect reporting and follow-up to QA and RD team
- Provided offsite training for system integrators, new engineering staff, curriculum developers
- Developed training exercises and technical training curriculum

SOFTWARE SKILLS

Adobe Acrobat, Photoshop, Illustrator, InDesign Articulate Studio, Storyline 2, Captivate 8, Wordpress

Coding experience in PHP, HTML, XML, CSS and Flash

Camtasia Studio Versions 2019 (Video Editing and Production)

Microsoft Office 2013/2010/2007/2001

Sugar CRM and VTiger (Open Source Client Management Systems)

Relational Databases (Oracle, MSSQL, MYSQL)

Drupal 8 and 9 Layout Builder

Learning Locker (LRS)

Microsoft SharePoint Management (CRM)

Cornerstone, Canvas, Blackboard, Drupal and Moodle, Saba, Docebo (Learning Management Systems)

EDUCATION

Bachelor of Arts, Bowling Green State University

Major: Interpersonal and Public Communication

Minor: Spanish