

Lin Laurie

Program Manager, Technical Communicator, and Instructional Designer

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This resume is listed by type of experience and is not in chronological order. See www.linlaurie.com/resume for a resume in full chronological order.

Managing people and technology to make a difference in the world!

- Superior contributor, expert in requirements gathering, business and needs analysis, training, documentation, usability and user experience, collateral media and web-based materials, and all phases of software and project development across multiple industries and audience levels.
- Proven communicator, leader, team coordinator, and process-focused content creator
- Recognized expert in online help development and instructional design using Adobe tools
- Experienced in managing learning and development programs and initiatives nationally and globally
- Demonstrated interaction skills with end users, software engineers, developers, leadership, and mixed stakeholder audiences at large and small corporations locally, remotely, and on a national, and international basis.
- Knowledgeable in adult learning theory, training administration, delivery, Learning Management Systems, and the implementation of industry best practices for effective learning solutions.
- History of successful delivery of end-user through developer-level technical training on a wide variety of topics. Created own rapid-development process to create accurate and timely materials with lower need for SME input and reviews.

Industry Experience and Tools

Software Tools

- Articulate
- Camtasia/Lectora
- Adobe Captivate*
- Photoshop
- Adobe Premier
- Adobe RoboHelp*

Web Authoring

- Adobe Dreamweaver*
- Infusionsoft
- HTML/CSS

* Certified trainer

Other Software

- Confluence
- Jira
- Learning Portal Management
- LMS – Plateau and Eclipse
- MS Office and Project
- QuickBooks and TurboTax
- ServiceNow
- SharePoint Designer
- Visual Studio/TMS

Process Experience

- Agile/Scrum
- Waterfall

Industry Experience

- Accounting applications
- HR/Recruiting (event model)
- ITIL, SDLC process knowledge
- Infrastructure Provisioning
- Manufacturing
- Software (web, retail, other)
- Technical Training
- Web-based Marketing

Technical Writing Experience

- Collateral Marketing Materials
- Handouts and job aides
- SDK and API Doc Sets
- Standards and Style Guides

Programming Languages (reading)

- C, C++
- JavaScript
- Visio and SQL Interactivity
- Wiki Experience
- XML, HTML and Markup Code

Deliverables

- Functional Specs & Doc Plans
- Job Aids, Quick Reference Cards
- KPIs and Other Metrics
- Multimedia Content
- Needs Analysis
- Training and Project Plans
- Videos
- Web-based Training & Content

Experience

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Leadership

Program Management

Amazon Consumer Talent Acquisition Seattle(Contracting)

Program Manager and Instructional Designer for Recruiter Academy Program

2016-2017

Recruiter Academy was a 26-week program that taught 18 students the Event Recruiting Process Model as used at Amazon. Focus was to meet needs of current program and to productize the entire program for Global release. Spent time with Amazon employees on location in interviews.

Accomplishments:

- Developed a syllabus for a 26-week technical Recruiter Training Program's event-recruiting process.
- Created over 20 courses (Word, PPTs, Job Aids, and supporting materials) in 3+ mos.
- Authored Wiki and SharePoint infrastructure to deliver courses and set up separate published from review and student sandbox courses.
- Created materials and taught an Introduction to SharePoint 2010 class to students.
- Provided just-in-time training materials 26-week program that had students in the seats.
- Updated scheduled, and set up student schedules for the trainer

- Managed the addition of courses not originally identified as needed to make sure they were scheduled for development and added to training schedule.
- Worked closely with SME and developed more than 25 courses and delivered training materials. Spent one of the first three weeks observing a recruiting event in the field. Was successful in dropping training literally on time using a WebEx recording process that helped with the accuracy of my completed materials as well as providing screenshots to tools I didn't have the ability to access.

Intuit, Contracting, San Diego, CA (Contracting)

2008 –2010

Instructional Designer and Learning and Development Program Manager

- Responsible for a multi-million-dollar learning and development budget. Created and signed off on POs to purchase external vendor courses and other materials needed for to create a great internal customer experience for world-wide developer education.
- Established a program to train and transform all desktop programmers in India, US, and Canada to web-based developers within 3 years.
- Released training initiatives to increase the technical baseline of all employees by rolling out small bits of learning that were easily comprehended to optimize usage of existing tools. Rolled out SafariBooksOnline.com to developers and eventually to the entire company and worked with vendor to provide training.
- Interacted with vendors to define, design, customize, and schedule technical courses for software engineers, architects, and other technical audiences.
- Worked with vendors to offer social learning and collaborative tools to improve offerings that will engage software engineers and promote productivity.
- Designed and implemented a global Agile training initiative to provide three levels of training: leadership, managers and product owners, and developer teams with Agile knowledge/skills. Rolled it out to approximately 600 managers and employees in US and Canada.

Project Management

Intuit, Contracting, San Diego, CA (Contracting)

2007-2008

Instructional Designer and Learning and Development Project Manager

Program Management for Functional Reuse Project

- Managed team of developers to create a site for developers to use in sharing technology.
- Developed, facilitated, and marketed 3-day technical conferences in multiple cities to promote our customized IT platform for use in rapid development of new business offerings.
- Facilitated, moderated, and managed yearly company developer event in two cities on both coasts. Worked with developers to refine their presentations, created PPTs, provided video, facilitation, moderation, and other support as needed to produce the event.
- Managed a small team to procure needed materials required for all stages of the conferences. Managed the PO process to order supplies for all stages of the event.
- Built work flow diagrams, training courses, e-learning, job aids, online help systems, and webinars to improve onboarding software engineers at Intuit.

US Navy San Diego (Contracting)

2006-2007

Technical Writing, Training, and Instructional Design

Managed the development of 100+ interactive courses for a communications project that involved intricate interactivity, lots of graphic development, video clips from senior leaders, and lots of moving parts. I developed tracking tools, was responsible for scheduling, quality control, check in/out of source, version management, and worked with various professionals to assist them in providing the support needed to get their part of the project completed. Provided instructional design support and assistance when needed, assisted in post and production review and sometimes in video editing, and had final approval before we delivered final products to the Navy. Also contracted with Boeing to teach MS Access, SharePoint, and other MS courses upon request.

SAIC, San Diego, CA (Contracting)

2006-2007

Project Manager and Lead Instructional Designer

Project Management

Project was very sensitive as people were losing their jobs and had to show me what they did so their replacements could be trained so I was the only one allowed to work onsite with the employees.

- Acted as Project Manager and content developer for project where Accounts Receivable employees were losing their jobs in SD and we developed 35 training-the-trainer courses in 10 weeks so new employees in Tennessee could be trained for new roles.
- Managed a team of 4 instructional designers who would take my project notes and create a draft of training that I'd then edit and work with the trainer on delivering.

Individual Contributor Roles

Training

Technical Writing, Training, and Instructional Design (Self-employed Seattle and San Diego)

2/2018-Current

Currently contracted with Boeing to teach MS Access, SharePoint, and other MS courses upon request.

Instructional Design

Technical Writing, Training, and Instructional Design (Self-employed Seattle and San Diego)

5/2003-Current

Operated my own company either on a full or part time basis around other contract work. Received Adobe Technical Training Partnership Certification and then created and delivered training courses for a technical communicator and developer audience.

- Adobe Captivate and DreamWeaver Introductory courses
- Adobe RoboHelp (Beginners and Advanced Courses) plus several courses on pain-points
- Business Process Improvement Disaster Recovery Plans
- Document Information Mapping
- Introduction to Project Management
- Introduction to Technical Writing
- Introduction to Word, Outlook, and Excel
- Online Marketing with Mailchimp

Technical Writing

Intuit Inc., San Diego CA (Contracting)

6/2014- 3/2016

Senior Technical Writer

Product Infrastructure Data Services – ServiceNow

- Managed documentation and training needs for software engineer audience to support the product infrastructure team's customized ServiceNow hosting demand management, asset management, and change management applications. Managed UAT, training and product roll out, updated SharePoint, managed all communication for projects, and more. Provided Visio diagrams of ServiceNow workflows for ticket and other processing. Responsible for managing cloud-based SaaS initiative shift for development team in conjunction with ServiceNow implementation.
- Worked with senior leadership on reports and other materials in support of infrastructure purchases and management. Supported key initiatives, develop and document key metrics, and communicate with stakeholders, and broadcast key events upon request by senior management.
- Collaborated with various project managers to deliver documentation, assist in project task tracking using JIRA, aid in developing requirements, etc.
- Managed several team SharePoints, wikis, and other documentation sites for our teams, responsible for cloud migration and other tasks.

ServiceNow Asset Management

- Responsible for process improvement, documentation, and training for Asset Management.

TurboTax Infrastructure Project

- Wrote documentation so developers could provision 15,000 new servers for a TurboTax infrastructure isolation project. Also worked on second phase of project where we moved secondary systems to Amazon Web Services (AWS). Worked in a war room environment, updated documents daily with latest learnings, and published nightly to India so project was transitioned between continents and worked on a 24/7 basis.

Education and Training

University of Washington, Seattle, WA

M.S. Educational Technology

University of La Verne, La Verne, CA

A.A. Business Administration

B.A. English Literature

Udemy Online University

AWS Certified Solutions Architect 8/18

PMI PMP – 8-week pre-test program

Recent Completed Classes:

- API Documentation with JavaScript – Udemy 1-2018
- Creating Powerful Infographics – STC 3-2018

Certificates (9)

- Project Management (UW)
- Business Process Improvement
- Technical Writing and Editing (UW)
- Online Distance Education (UWGA)
- Web Design and Development (UW)

- Screenwriting (UW)
- Social Media Marketing (HubSpot)
- Forensic Science (UW)
- Mystery/Suspense Writing (UW)