

OBJECTIVE

Contract projects for instructional design and training development, and educational research.

AREAS OF EXPERTISE

Instructional Design	Web-based Training
Needs Analysis	Sales Training
Writing	Testing and Measurement
Functional Specifications	

PROVEN CAPABILITIES

- Trains users in new and existing technologies; documents business flow and processes
- Designs and develops stand-up technical training, Internet training and sales training
- Develops and validates training requirements and functional specifications
- Experienced with Microsoft Office products, networking, and certification

LUCI

RANCHO PALOS VERDES, CA

EDUCATION

Ph.D. – Educational Psychology & Technology (Instructional Design major), University of Southern California

M.S. – Educational Psychology & Technology (Instructional Design major), University of Southern California

B.S. – General Studies (Teacher Education), University of Southern California

PROFESSIONAL EXPERIENCE

Instructional Designer/consultant	Independent Instructional Design Consultant
University Instructor	California State University
Teaching Assistant, Accountant, Coordinator - Special Services	University of Southern California

Elementary School Teacher Los Angeles Unified School District

- Development of Microsoft Dynamics Curriculum Guides for CRM, AX, GP and NAV.
- Needs analysis and training readiness plans for Microsoft Public Sector employees.
- Development of content for web-based sales training, curriculum guides, training presentations, and more for Microsoft Corporation.
- Revision of Enterasys Networks technical courses designed for network certification purposes (course content covered switches and routers).
- Development of instructor-led courseware and an online sales training course for new-hire Microsoft sales personnel covering product offerings, solution selling, and licensing.
- Functional specifications and online help for Xerox Corporation's DigiPath scanning/document creation software (Windows-based).