

**PROFESSIONAL SYNOPSIS**

Momentum is staffed with a skilled Trainer with over fifteen years of relevant industry experience. With expertise in both Agile and Waterfall methodologies, this individual can lead diverse teams in projects of varying complexity and visibility. They also bring hands-on experience with both Adobe Captivate and Mobile Computing, setting them apart from many in the industry. Their strong interpersonal skills and ability to work with cross-functional teams allows them to gain and retain professional relationships of varying levels in any organization. Their drive, focus on customer needs, and attention to detail make them a strong asset to any project team.

**KEY SKILLS**

- Business Analysis
- Project Management
- Mobile Applications
- Agile and Waterfall Methodology
- Technical Writing
- Vendor Management
- Requirements Analysis
- Training Development

**Education:**

- *Coursework Completed*, Slippery Rock University

**Training and Certifications:**

- Lean Six Sigma Black Belt – 2018
- Acuity Institute Certified Change Management Professional (CMP) - 2018
- Microsoft Certified Systems Engineer (MCSE) – 2000 - 2001
- Microsoft Certified Professional (MCP) – 2000 - 2001

**Software/Technology:**

- Microsoft® Office Suite
- Adobe Captivate
- RoboHelp
- Adobe Premiere
- Adobe Photoshop
- Adobe Professional
- Microsoft® Visio
- Microsoft® Project
- Google Mail
- Google Drive
- Google Sites
- Lotus Notes
- Discreet Cleaner
- IWWCM
- Serena Collage

**RELEVANT EXPERIENCE**

**Business Analyst  
PennDOT**

**07/2018 – Present  
On-the-Job Training**

As part of a construction project equal employment opportunity program, PennDOT must oversee an on-the-job training (OJT) program aimed at developing minorities, women, and the economically disadvantaged candidates toward full journeymen in the trade or job classification involved. The goal of this program is to enhance highway construction contractors' ability to train and develop a knowledgeable and skilled workforce. The program authorizes federal funds to be paid to contractors to assist in locating, qualifying, and increasing the skills of minority groups, women, and disadvantaged employees and applicants for employment.

Although there is only one Program Manager in the Central Office, every District Construction Division team provides input and oversight to the program on projects which have trainees assigned or should have trainees assigned by virtue of the work and the size of the project.

Currently, the Department has no database management system in place to monitor the program. A web-based application will greatly enhance the Department's management of the program and protect the federal dollars which support the program. Recent indications from FHWA are demonstrating a need for an increased emphasis on monitoring activities which are under scrutiny of federal regulations.

In 2017, the Bureau of Equal Opportunity (BEO) worked with a third-party vendor to elicit and document their requirements for an OJT management system. Since no further action was taken, BEO does not know if the requirements developed were complete and comprehensive or if their processes (and, thus, requirements) have changed in the interim. No similar activity took place for the related processes on the Highway Administration side.

The Trainer is responsible facilitating and attending requirement validation and elicitation meetings with PennDOT stakeholders, enhancing, modifying, or removing previously documented requirements and document new

requirements as needed as well as conducting sessions with designated business unit staff.

**Business Analyst  
PennDOT**

**02/2018 – 07/2018**

**Software and Application Training Support**

PennDOT continues to roll out new software systems and applications and to upgrade legacy systems to accommodate the needs of its internal users, business partners, and the public. To fully realize the value these systems can add; adoption and integration of system use into daily processes becomes more and more critical. System training can help to achieve optimal adoption and integration levels for all users.

Historically, PennDOT has approached training efforts on a project by project basis, resulting in a disparate approach to training development and shorter-term assignment with resulting periods of downtime. In order to quickly adapt to changes, provide recommendations based on best practices, leverage training support to handle challenges across the portfolio, and to maximize the use of PennDOT's funds and resources, an overarching approach to systems and application training is being pursued. As PennDOT's need for software and application training continues, this work order allows for the continuation of BA services in support of training development, implementation, coordination, facilitation, and maintenance while supporting the rollout and implementation of PennDOT's software and application systems.

The Trainer worked with SMEs (Subject Matter Experts) to learn how the software is used by the end-user and determined the goal of the video content. They provided guidance and instruction on how to properly write scripts that are used during the video creation process. Once the scripts were approved by stakeholders, the Trainer used Adobe Captivate to create training and help videos. The Trainer worked with other members of the Training Support team to establish standards and best practices to apply to the style of all videos. VTML was used to provide the voice-over speech played and techniques were applied to manipulate the VTML to provide properly spoken language.

**Coordinator II, Store Communications  
Giant Food**

**01/2018 – 02/2018**

The coordinator was responsible for maintaining and managing the portfolio of store level policies (SOPs) including creation and communication. The coordinator created, supported, and executed weekly brand communications including sales plans, cadence notes, sales guides, operational guides, and marketing plans. They led all process change communications with technical writing to create operational standards, process documents, and training material.

The coordinator served as the business owner for application development using the Agile methodology of Project Management for the design of desktop and mobile applications. Specifically, they worked with cross-functional teams to coordinate best practices for the communications of

projects, enforces store communication policies for the process of communicating content and information to store associates, and provides customer innovation to both store associates and content contributors.

**Coordinator, Store Communications**

**06/2015 – 12/2017**

**Ahold USA**

This individual served as the Product Owner for the ongoing development and enhancements of store mail applications, including the mobile interface for store and corporate users. The coordinator published all Source Content (company intranet) for all Non-Perishable Departments and served as the gatekeeper for all publishing. They worked as the business owner for application development using best practice Agile methodology and Project Management for the design of desktop and mobile applications. They led cross-functional teams to coordinate best practices for communications of projects, trained Help Desk staff on Adobe Captivate to create training materials, used instructional design to create training programs tailored to store and office users, elicited and documented requirements, and managed development using Agile methodology for mobile applications for store users.

**Coordinator, Store Communications: Task Mgmt.**

**03/2010 – 06/2015**

**Ahold USA**

This individual managed a centralized task management solution which supports all business communications between stores. They developed, implemented and managed proper store communication business parameters including communication design, distribution, work load balancing, approval, and compliance. The coordinator created training materials using Adobe Captivate and tied that content in to e-learning applications for web-based training. They also setup and maintained approved users to send communications to stores and performed detailed analysis of all emails received at the store level and implemented necessary changes, providing improvement in communication amount and content. They also led the initiative of writing an RFI and RFP to select a vendor for the Task Management application.

**Intranet/Project Coordinator**

**01/2007 – 03/2010**

**Giant Food Stores, LLC**

This individual served as the Intranet Administrator for the company Intranet's 5,000+ users using various software applications. In addition, the consultant served as the Security Administrator for an in-house Enterprise Performance Management application which tracks all operational key performance indicators. They managed project teams, local developers, BSAs, and third-party vendors to provide the teamwork necessary to complete projects on time to meet published project dates. They managed vendors to troubleshoot WiFi equipment and contract development and researched industry trends and enhancements to create requirement documentation and project plans for enhancements and new applications/processes. The project coordinator also provided video

communication development for the Intranet and created training CDs and flash movies using Adobe Captivate and Premier.

**Intranet Specialist** **02/2002 – 12/2006**  
**Giant Food Stores, LLC**

The intranet specialist managed all content authored on the Intranet. The specialist created and developed electronic forms using Adobe Professional, filmed, edited and published digital training and event videos, developed technical user guides for corporate and store users, assessed new standards, technologies and trends, and developed strategies for site enhancement.

**Store Systems Support Analyst** **01/2001 – 02/2002**  
**Giant Food Stores, LLC**

This individual served as the Subject Matter Expert in departments of PLUM, DSD, and Store Ordering applications. The support analyst administered a high level of customer service to meet store expectations in support of the technology issues. They also logged, dispatched, tracked, and managed all problems using PC-based Help Desk applications to ensure problem resolution.

**Non-Perishable Operations Manager** **10/1997 – 01/2001**  
**Giant Food Stores, LLC**

The operations manager was responsible for all Non-Perishable Operations at the store level, including financial operations. They administered all aspects of store operations including the hiring and training of associates.