

Jesse Kramer

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I am an Instructional technologist with 14 years of proven communication, research and technical skills. I am a quick learner, good listener, strategic thinker, and problem solver; with the ability to assimilate, and apply complex information.

The Rutledge Center, NJ (Consultant)

December 2014 – Present

Senior Instructional Designer

Created training outline based on collaborative effort with Subject Matter Experts to design a blended learning solution for the launch of a global sales management system built on the salesforce.com platform to be delivered to over 1500 individuals.

- Designed and wrote storyboards and script for e-learning portion of the training program.
- Wrote and edited LT portion of training program in collaboration with SME's.

Bristol Myers Squibb, NJ (Consultant)

December 2013 – May 2014

Instructional Designer

Work with Subject Matter Experts, and LMS Support to redesign existing training programs into targeted creative and engaging training for applications and systems used in clinical research for the submission of documents to worldwide health organizations.

- Redesigned 4 hour e-learning course into a 45 minute course

CohnReznick, NJ

January 2013 – June 2013

Senior Consultant (full-time)

Within CohnReznick worked with QlikView development team to create end user training on technical and functional training of QlikView.

- Created prototype e-learning courses for sale to existing and new CohnReznick clients with the goal of increasing user adoption
- Created Business Analytics for Engineering Firms marketing video for external distribution to prospective clients via social media including YouTube, Twitter, LinkedIn and Facebook

Johnson & Johnson, NJ (Consultant)

October 2010 – December 2012

Instructional Designer

Collaborated with the electronic Trial Management File (eTMF) programmers, Business Analysts, management team and LMS Support to provide training, communication and feedback on the application as improvements and updates were made. Trained and certified over 800 new users worldwide using interactive virtual classroom training sessions.

- Created and maintained series of e-learning courses on eTMF and AGORA Reports
- Uploaded, tested and updated all relevant e-learning courses into SumTotal LMS

Consulting Experience , 2004 – 2010, 2013

Clients; Cline Davis & Mann, Lockheed Martin, Option Six, Merck, Tricore Interactive, Bristol-Myers Squibb, Sanofi-Aventis and Pfizer.

Collaborated with team members to solve immediate training issues; established relationships with people outside the immediate department; worked to introduce new technology and solutions to better solve training issues.

Consulting Experience

- Served as LMS Administrator uploading, testing, revising and distributing courses to various groups
- Documented processes for LMS administration, Document Management practices, and training material creation

- Researched and provided guidance on new technologies resulting in expanded use of online training tools for the creation and distribution of training material
- Managed communication between LMS vendor and third party vendors for content certification on the SumTotal LMS
- Provided technical support to 10,500 users and maintained log for weekly discussion with SumTotal.
- Conducted and managed hundreds virtual classroom sessions for R&D, Sales, and Clinical Operations

CNT, Lumberton, NJ (full-time)

April 2004 – August 2004

E-Learning Instructional Designer

Collaborated with Technical Writers, Engineers, and other training department staff to design interactive online training for new and existing networking products using multimedia development tools.

- Created 5 online courses from existing technical manuals in two months
- Developed installation course for pre-release UltraNet Multi-service Director (UMD) for delivery to internal technical support staff and external IBM support staff
- Designed flow chart of CNT problem determination process; integrated into UMD course
- Verified procedures on UMD device and communicated changes to technical writers and engineers

Educational Testing Service, Princeton, NJ (full-time)

September 2002 – August 2003

Instructional Designer/Facilitator

Managed individual projects with Learning and Development staff to support the ETS Business Strategy by building or enhancing performance capabilities at all levels of the system.

- Redesigned *Put It In Writing* instructor led course – delivery time went from eight to six hours
- Team taught course to all levels of the organization, total class size 10 – 20
- Collaborated with managers to identify Best Practices resulting in Cross Training and Best Practices toolkits.

Access Technologies Group, Plymouth Meeting, PA (full-time)

April 2001 – February 2002

Instructional Designer

Designed interactive web-based learning applications by creating storyboards and audio scripts in collaboration with subject matter experts, graphic designers, programmers, and project managers.

- Created financial services web-based course for Standard and Poor’s, improved client relationship.
- Created outlines, storyboards and audio scripts for 15 Customer Care Representative courses.

Skills

LiveMeeting, WebEx, GoToMeeting, Centra, Articulate Studio 09, Articulate Storyline, Visio, Camtasia Studio 8, Captivate 6, Articulate Suite, Aspen\Plateau\SumTotal LMS

Education

Master of Education in Instructional Systems, Training Design and Development August 2001
Penn State University, Great Valley, PA

Bachelor of Art in Communication Studies December 1996
West Chester University, West Chester, PA

Expert Synchronous Producer Certificate March 2008
Insync Training

Professional Organizations

American Society for Training and Development May 2001 – Present
The eLearning Guild 2005 – Present