

Jesse Kramer

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Summary

Instructional technologist with 10 years of proven communication, research and technical skills. Quick learner, good listener, strategic thinker, problem solver; with ability to assimilate, and apply complex information.

Consulting Experience

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 for future projects.

Instructional Design and Project Management

- Designed Combat System Operational Sequencing System (CSOSS) simulation where sailors are introduced to CSOSS through a storyline and must problem solve in order to progress.
- Created over 30 tutorials in collaboration with programmers on how to progress through the Ballistic Missile Defense simulation while the simulation was still being created.
- Used ADDIE model to create 8 courses including compliance and application specific training.
- Project managed and deployed WBT's including translation into 29 foreign languages
- Achieved 100% completion rate as required by a Deferred Prosecution agreement between the state of New York and BMS
- Conducted needs analysis for 80 administrative assistants to determine viability of creating an Admin Training Series.

Vendor Management

- 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.

Technology

- Researched emerging technologies and provided suggestions for possible implementation
- Expanded department use of online training tools for creation and distribution of training, improved department practices to better align with adult learning principles
- Successfully conducted proof of concept test for use of podcasting as a viable communications tool
- Documented processes for document management, CBT creation, LMS administration and instructional guidelines for Articulate templates
- Facilitated 8 asynchronous Centra virtual classroom sessions for R&D and Sales groups

Consulting Engagements

<i>Lockheed Martin</i> , Mt. Laurel, NJ	October 2009 – May 2010
<i>Option Six</i> , Bloomington, IN	September 2008 – October 2009
<i>Merck</i> , Whitehouse Station, NJ	September 2008 – December 2008
<i>Tricore Interactive</i> , Princeton, NJ	April 2008 – June 2008
<i>Bristol-Myers Squibb</i> , Lawrenceville, NJ	August 2006 – February 2008
<i>Sanofi-Aventis</i> , Bridgewater, NJ	March 2006 – July 2006
<i>Pfizer</i> , Morris Plains, NJ	November 2004 – October 2005

Full-time Experience

E-Learning Instructional Designer

CNT, Lumberton, NJ

April 2004 – August 2004

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

Instructional Designer/Facilitator

Educational Testing Service, Princeton, NJ

September 2002 – August 2003

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* business writing course – decreased delivery time from eight to six hours
- Team taught course to all levels of the organization, total class size 10 – 20
- Facilitated discussion with department managers to identify Best Practices resulting in Cross Training and Best Practices toolkits.
- Designed and created WBT, including user interface for Recognizing Performance system for over 2,000 employees in under 2 months

Instructional Designer

Access Technologies Group, Plymouth Meeting, PA

April 2001 – February 2002

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.

Instructional Design Intern

Strategic Management Group, Philadelphia, PA

November 2000 – April 2001

Collaborated with project managers, web developers, software engineers, marketing and other instructional designers to create a browser-based set of tools to assist the development of instructional simulations.

- Documented processes for prototype of browser-based performance support tool including storyboards, user preference needs analysis, function-specific use cases and process flow diagrams.
- Drafted user survey for use in defining user preferences of browser-based simulation development tool.

Skills

WebEx, Centra, Question Mark, Inspiration, Microsoft Office/Visio, Adobe eLearning suite, QuarkXPress, Camtasia Studio 3, Captivate 3, Articulate Suite, Aspen LMS, Plateau 5.8.

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