

# Jesse Kramer

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## Summary

Experienced professional with excellent communication, research and technical skills. Quick learner, good listener, strategic thinker, problem solver; with ability to assimilate, absorb and apply complex information.

## Skills

WebEx, Centra, Question Mark, Inspiration, Microsoft Office/Visio, Adobe Photoshop/Audition/Acrobat, QuarkXPress, Camtasia Studio 3, Captivate 3, Articulate Suite, Adobe Presenter, Adobe Flash/Dreamweaver, Aspen LMS, Plateau 5.8.

## Consulting Experience

### Instructional Technologist Consultant

<i>Lockheed Martin</i> , Mt. Laurel, IN (through Apex)	October 2009 – Present
<i>Option Six</i> , Bloomington, IN (independent consultant)	September 2008 – October 2009
<i>Merck</i> , Whitehouse Station, NJ (through The Judge Group, Inc.)	September 2008 – December 2008
<i>Tricore Interactive</i> , Princeton, NJ (through Liberty Jobs)	April 2008 – June 2008
<i>Bristol-Myers Squibb</i> , Lawrenceville, NJ (through CGS Technology Associates, Inc.)	August 2006 – February 2008
<i>Sanofi-Aventis</i> , Bridgewater, NJ (through CGS Technology Associates, Inc.)	March 2006 – July 2006
<i>Pfizer</i> , Morris Plains, NJ (through Sunrise Systems Inc.)	November 2004 – October 2005

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

- Wrote Instructional Design Document for Combat System Operational Sequencing System (CSOSS) simulation in which sailors are introduced to the topic of CSOSS through a storyline and must problem solve in order to progress through the simulation.
- Created over 30 tutorials on how to progress through the Ballistic Missile Defense simulation
- Used ADDIE model to create multiple courses including compliance training and application specific training
- Project managed and deployed multiple WBT's including translation into numerous foreign languages
- Achieved 100% completion rate as required by a Deferred Prosecution agreement between the state of New York and BMS
- Conducted needs analysis to determine viability of creating Admin Training Series for 80 administrative assistants
- Documented online job search tool used by Professional Services Group (PSG)

### 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 vendor

### 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 asynchronous Centra virtual classroom sessions for R&D and Sales groups

## Full-time Experience

### E-Learning Instructional Designer

CNT, Lumberton, NJ

April 2004 – August 2004

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

- Created five 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 technical procedures on UMD device and communicated suggested 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 other department managers to identify Best Practices resulting in creation of Cross Training and Best Practices toolkit
- Using ADDIE model, designed and created web-based tutorials for Recognizing Performance system for over 2,000 employees in under two months including user interface design

### 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 and storyboards for twelve Customer Contact Representative courses including pre- and post-tests
- Produced audio scripts for three courses and supervised production of audio files to be incorporated into applications

### 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 on SMG's proprietary platform.

- 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
- Created extensive learning object resource library

## Speaking Engagements

- "Fundamentals of e-learning Technologies" at 2007 Society for Pharmaceutical and Biotech Trainers Conference
- "Case Study of Articulate at BMS" at 2007 2<sup>nd</sup> Annual Technology Showcase for Mid New Jersey ASTD

## Education

### Expert Synchronous Producer Certificate

Insync Training

March 2008

### Master of Education in Instructional Systems, Training Design and Development

Penn State University, Great Valley, PA

August 2001

### Bachelor of Art in Communication Studies

West Chester University, West Chester, PA

December 1996

## Professional Organizations

American Society for Training and Development

May 2001 – Present

The eLearning Guild

2005 – Present