

# John Smith

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## Trainer / Educator

### **JOB OBJECTIVE**

Seeking a position which will maximize opportunities for teaching workshops, computer training and instructional design and development of educational material to contribute to the positive growth of individuals as well as organizations.

### **ACCOMPLISHMENTS**

Experience in training and development, seminar presentation, workshop facilitation, teaching, customer service, sales and marketing.

- Improved customer service for profit and non-profit clients through the design, development and delivery of new workshops.
  - Contributed to increasing sales, development and presentation of workshops to non-profit clients on the topic of business professionalism.
  - Improved customer awareness of new products through delivery of seminars, workshops and keynote speeches on life management skills.
  - Design and implement training for the computer market and telecommunications industry.
  - Manage sales and system support for corporate customers and field representatives.
  - Increased sales by conducting training needs analysis with client companies.
  - Improved internal relations with corporate employees by improving communication with internal students sincerely and diplomatically.
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## **CAPABILITIES**

### **COURSE & PRODUCT DESIGN**

Worked Independently with content experts to design and refine courses in highly complex areas. Created successful programs in Sampling and Regression, Damage Claim Analysis, Database Design and Development, Tax Consulting, Real Estate Consulting.

Used Information Mapping principles to design a computerized performance support tool that captured the thought process of the firm's experts in Construction Claims litigation. This effectively leveraged the knowledge capital of these experts throughout the practice.

Designed a sales training course for Litigation Services practitioners. This course became the model for several other practice areas. Used a research based sales methodology developed by Neil Rackham. Created computer-based and live simulations of client meetings.

Designed a web based course on Time Management. Created a flexible shell for other web-based courses focused on knowledge transfer. The shell includes text, graphics, and short video clips from experts that amplify the basic information in the text.

### **PRODUCT MANAGEMENT**

Developed project work plans and budget estimates for both technical and interpersonal skills training projects. Served as project lead, taking responsibility for all major design

decisions. Tracked budget actuals against estimates and reported status to division leadership.

Used Microsoft Project to set up detailed schedule to capture content from firm experts in Construction Claims and Intellectual property. Designed a review system that enabled project team to complete project more efficiently and meet deadlines. Served as project coordinator for the creation of an electronic performance support system.

*Served* as project lead for a conference of over 100 Litigation Services partners and managers. Conducted interviews with service line personnel to assess learning and business needs. Coordinated the design of agenda, the orientation of speakers, and development of material's.

### **TEACHING & FACILITATION**

Facilitated training sessions with line office personnel on selling and communication skills.

Was asked to facilitate the firm's instructional design methodology training for other designers in St. Charles. Gave numerous presentations to other designers on how to apply principles of cognitive psychology to improve training designs.

Taught course at local community college on running effective meetings.

Facilitated focus groups as part of course and curriculum level needs assessments.

### **ARTICLES AND PRESENTATIONS**

"Task Analysis without Trauma," *Performance & Instruction*, May/June, 1995 .

"*Taking the Misery out of Experiential Training*," *TRAINING Magazine*, February, 1998

"Saving Face," Presentation to annual convention of the International Society for Performance Improvement, Chicago, April 1998

"Saving Face: Taking the Misery out of Experiential Learning," Presentation to the North American Simulation and Gaming Association, Atlanta, October, 1998

### **PROFESSIONAL EXPERIENCE**

**Arthur Andersen LLP, St. Charles, Illinois  
1988 - 1998, 2000-Present Instructional  
Designer**

**Western Kentucky University, Philosophy &  
Religion Department  
1984-1986**  
Graduate Assistant

**Indiana University Audio Visual Center  
1987-1988**  
Graduate Assistant

**Bell, Boyd & Lloyd law firm, Chicago  
1982-84**  
Legal Assistant

### **EDUCATION**

M.S.Ed., 1988, Indiana University (Instructional Systems Technology)

MA, 1986, Western Kentucky University (Humanities: Philosophy emphasis)

B.A., 1982, Wheaton College, Illinois (Philosophy major)

### **OTHER QUALIFICATIONS**

Training in Information Mapping Methodology

Winner of Achievement Award from Society for Technical Communication, Chicago Chapter, January 9, 1996 for user guide to accompany performance support system