

# Steven M. Johnson

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## Skills:

- Instructional Designer experienced in the application of ADDIE and Agile methodologies when developing, implementing and measuring training products.
- Designer and developer of instructional materials, including self-study guides, workbooks, scripts and facilitator guides for Instructor-Led and Virtual Classroom courses.
- Creator of engaging eLearning courses using Captivate and Articulate.
- Creator of animated multimedia and explainer videos using Camtasia.
- Project lead with experience managing and coaching small project teams on site and virtually.
- Project manager employing work breakdown schedules and GANTT charts to estimate development timelines and resources required to complete projects.
- Determine KPIs and best solution in partnership with the business partners (e.g., SMEs, stakeholders, leadership, etc.).
- Incorporate process improvement and Lean principles to enhance business performance.

## Employment History:

November 2011 – Present: *The Capital Group* - Senior Training Specialist

- Leading high-profile projects from timeline and contingency planning through implementation and evaluation for nationwide deployment and a broad audience.
- Assigning tasks and provided performance feedback to project team members.
- Partnering with senior leadership to analyze business needs and determine appropriate performance solutions.
- Creating interactive e-learning courses in Captivate.
- Designing video learning using Camtasia and VideoScribe.
- Creating department process flows using Microsoft Visio.
- Working independently with minimal supervision.
- Facilitating instructor-led courses as needed.

December 2008 – October 2011 - *DirectTV, Wells Fargo, Allergan, Southern California Edison, Roche Pharmaceutical, Pacific Communications, Maritz Research and Ripe Media* - Instructional Design/E-learning Contractor

- Consulted with vendors, leadership, and subject-matter-experts to create, update or re imagine training courses.
- Designed, developed, and deployed seven instructor-led courses within a tight time frame.
- Developed e-learning courses utilizing Captivate, Articulate Presenter, Engage, and QuizMaker.
- Drafted department processes and procedures in partnership with SMEs.
- Created and manipulated custom graphics using Photoshop and Fireworks.
- Customized vendor audio files using Audition.
- Created reference guides, facilitator guides, workbooks, self-study guides and job aids.
- Consulted with management and subject matter experts to analyze the training need.
- Consulted with developers and project managers throughout training product development.
- Worked independently both on-site and remotely.

January 2001 – August 2008: **Pacific Life Insurance** - E-learning Developer/Technical Writer

- Designed eLearning courses using Articulate and Captivate.
- Improved new hire orientation program through a combination of job aids, e-learning courses, and instructor-led training.
- Facilitated onboarding instructor-led courses.
- Assisted team members in deepening their understanding and use of a variety of software applications.
- Created and manipulated custom graphics using Photoshop and Fireworks.

**Education:**

- Bachelor Degree in *Political Science*, California State University, Fullerton
- Associate Degree in *Computer Information Systems*, Santa Ana College
- Certificate in *Interactive Multimedia*, California State University, Fullerton

**Specialty Training:**

- *How Adults Learn*, Langevin Learning Services
- *Training 101*, Langevin Learning Services