

STEVEN M. JOHNSON

INSTRUCTIONAL DESIGN/E-LEARNING CONSULTANT
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SUMMARY:

- **Instructional designer** with experience designing and developing both instructor-led and web-based courses utilizing the ADDIE process and adult learning theory.
 - **E-learning developer** with experience designing dozens of courses under tight deadlines, with added Flash animations and interactions.
 - **Technical writer** with experience developing job aids, quick reference guides, facilitator guides, user guides, and student workbooks.
 - **Technology expert** in industry-standard software and leading edge technologies such as virtual worlds, mobile learning, blogging, and social networks.
 - **Facilitator** who has lead and co-lead courses on onboarding, Flash, and team procedures.
 - **Fast learner** capable of quickly understanding and adapting to new industries and systems.
 - **Self-motivated** and constantly improving personal skills and style.
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WORK EXPERIENCE: INDEPENDENT CONTRACTOR

Wells Fargo Dealer Services contracted through The Creative Group

June 2011 - Present

- Developing detailed department processes and procedures for using ADDIE.
- Presenting proposed process to management and team.
- Interviewing team members to gather feedback regarding proposed process.
- Reporting to management team feedback and suggestions.
- Researching, writing, and maintaining system and product self-study guides, usable online as a PDF with bookmarks and links, and as a printable job-aid.
- Reviewing vendor materials and consulting with them regarding how to improve training based on adult learning theory and instructional design methods.
- Creating, organizing, and maintaining Excel spreadsheets utilized by department to track learner training hours.

Allergan Inc. contracted through SC Consulting

May 2011 – August 2011

- Developed two e-learning courses utilizing Articulate Presenter, Engage, and QuizMaker.
- Designed and developed interactive Flash elements.
- Created and modified course graphics using Photoshop and Fireworks.
- Consulted with management and subject matter experts regarding course content.

Maritz Research contracted through Aquent

March 2011

- Designed and developed interactive e-learning course using Adobe Captivate based on storyboard and script provided by client.

Allergan Inc. contracted through ISC Technology

February 2011 – April 2011 and June 2009 – August 2009

- Developed over 20 e-learning courses containing audio and quizzes using Adobe Captivate.
- Edited vendor course audio files in Sony Sound Forge Audio Studio, saving project time.

Southern California Edison contracted through ISC Technology

October 2009 – December 2010

- Assigned to project 3 months after it began and successfully designed, developed, and executed 7 instructor-led courses under tight deadlines.
- Performed task analysis used to create process maps regarding SAP notifications.
- Wrote reference guides, facilitator guides, workbooks, and job aids.
- Consulted with management and subject matter experts to determine course content.
- Conducted pilot courses, observing facilitators' presentation skills and flow of content.
- Designed PowerPoint presentations for facilitators.
- Developed learner surveys to determine skill proficiencies.
- Quickly learned utility industry functions and jargon.
- Worked independently both onsite and remotely.

Roche Pharmaceutical contracted through The Performance Company Pty Ltd.

September 2010 – October 2010

- Edited Articulate e-learning courses for quality control, consistency, and best practices.
- Consulted with e-learning developer and project manager, providing expertise on e-learning design and development.
- Worked 100% remotely without direct supervision.

Pacific Communications contracted through The Creative Group

April 2009 – June 2009 and June 2010

- Called in after-hours to edit, modify, and publish an e-learning course in Articulate, allowing client to meet deadline.
- Designed a compliance course prototype with a multiple-choice quiz for Allergan in *Captivate* under tight deadlines.

Ripe Media contracted through Aquent

March 2009

- Wrote and modified ActionScript 2 in Flash for Toyota e-learning course complete with audio and video.

DirectTV contracted through Aquent

December 2008 – February 2009

- Designed and developed two highly-animated and graphic-rich e-learning courses utilizing in Adobe Captivate utilizing audio and Flash animations.

WORK EXPERIENCE: FULL-TIME EMPLOYEE

E-learning Designer/Developer/Technical Writer - Pacific Life Insurance

January 2001 – August 2008

- Designed 17 e-learning courses using SumTotal Toolbook, Articulate, Flash, and Captivate incorporating instructional design and adult learning theory methodologies.
- Developed courses on soft skills and software skills.
- Facilitated and co-facilitated onboarding classroom courses.
- Coached team members in software applications such as ToolBook, Articulate, Captivate, Photoshop, and Flash.
- Revised company new hire orientation program, including printed job aids, e-learning courses, and instructor-led training.
- Created Flash banners advertising e-learning courses and how to access them through the Learning Management System.
- Designed custom graphics for e-learning courses using Fireworks and Photoshop.

Technical Media Designer/Technical Writer - Printronix

February 1996 – December 2000

- Developed site installation CDs using Demoshield, containing product documentation PDFs, printer utility software, and online instructions on how to use it.
- Wrote user guides, procedure guides, and other technical documentation using Adobe FrameMaker and Interleaf for line matrix printers and network software.
- Designed graphics and optimized photographs using Adobe Photoshop.
- Developed online documentation using Adobe Acrobat.

EDUCATION:

- *How Adults Learn*, Langevin Learning Services
 - *Training 101*, Langevin Learning Services
 - *Information Mapping*, Information Mapping, Inc.
 - *Critical Thinking for Leaders*, Business Processes Inc.
 - Certificate in *Interactive Multimedia*, California State University, Fullerton
 - Bachelor Degree in *Political Science*, California State University, Fullerton (3.79 GPA)
 - Associate Degree in *Computer Information Systems*, Santa Ana College (4.0 GPA)
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