

STEVEN MILES JOHNSON

Laguna Hills, CA
steve@stevenmjohnson.com

PROFILE:

- ▶ Experience in instructional design, technical writing, e-learning design and development, and classroom facilitation.
- ▶ Ability to work as a team contributor, and as a project manager.
- ▶ Highly-motivated and able to participate in multiple roles as needed.

EMPLOYMENT HISTORY:

Pacific Life Insurance, Newport Beach, CA - Corporate Division
Senior e-Learning Designer (May 2006 - Present)

- ▶ Designing e-learning courses using SumTotal ToolBook Instructor, the Articulate suite of products, Adobe Flash, and Captivate, on subjects including; new hire orientation, recruiting and interviewing employees, employee compensation, management development, Microsoft Office 2007, Microsoft SharePoint, and the SumTotal Learning Management System (LMS).
- ▶ Applying instructional design methods such as ADDIE and principles of adult learning when developing classroom and e-learning courses.
- ▶ Developed company's new hire program, including printed materials, e-learning courses, and classroom instruction.
- ▶ Facilitating meetings with management to determine training needs.
- ▶ Coordinating technical classroom training with management and vendors.
- ▶ Interviewing stakeholders to determine effectiveness and quality of training.
- ▶ Assisting other e-learning departments with software questions and deployment on LMS.
- ▶ Training facilitator for company's new hire orientation program.
- ▶ Training company employees in the use of Flash, Articulate, and the LMS.
- ▶ Maintaining and troubleshooting the SumTotal LMS.
- ▶ Creating interactive Flash ad banners for news feature of LMS.
- ▶ Designing graphics for e-learning courses using Macromedia Fireworks.
- ▶ Managing multiple projects, consistently meeting or surpassing due dates.

Pacific Life Insurance, Foothill Ranch, CA - Life Insurance Division
Senior Technical Writer/e-Learning Designer (January 2001 - May 2006)

- ▶ Created e-learning courses in Captivate and ToolBook Instructor.
- ▶ Developed division online information system using BlueSky RoboHELP.
- ▶ Wrote guide to the application for life insurance using Adobe FrameMaker.
- ▶ Designed detailed storyboards to map out user interface, graphic design, and animation concepts.
- ▶ Trained team members in the use of RoboHTML, FrameMaker, Photoshop, Fireworks, and Flash.
- ▶ Designed print and web graphics using Fireworks and Photoshop.
- ▶ Adapted printed documentation for online usage with Adobe Acrobat, using functions such as bookmarks and hotlinks.

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EMPLOYMENT HISTORY (continued):

Printronic, Inc., Irvine, CA

Technical Writer/Technical Media Designer (February 1996 - December 2000)

- ▶ Developed site installation, user documentation and utilities, and software starter kit CD-ROMs for company and OEM partners such as IBM, Hewlett-Packard, and Chrysler using InstallShield's DemoShield.
- ▶ Wrote user guides, procedure guides, and other technical documentation for line matrix and thermal printers using Interleaf and Adobe FrameMaker.
- ▶ Designed graphics and modified photographs using Adobe Photoshop.
- ▶ Partnered with IT department to design and develop company Intranet.
- ▶ Adapted printed documentation for online usage with Adobe Acrobat, using functions such as bookmarks and hotlinks.
- ▶ Reviewing and editing team documentation for quality control.

EDUCATION AND CERTIFICATES:

- ▶ Bachelor Degree in *Political Science* - California State University Fullerton.
- ▶ Associate Degree - *Computer Information Systems* - Santa Ana College.
- ▶ Certificate in *Interactive Multimedia* - California State University Fullerton.
- ▶ *Critical Thinking for Leaders*, Business Processes, Inc.
- ▶ *Systematic Project Management*, Business Processes, Inc.
- ▶ *How Adults Learn*, Langevin Learning Services.
- ▶ *Training 101*, Langevin Learning Services.

SOFTWARE PROFICIENCY:

- ▶ Adobe Photoshop
- ▶ Adobe Flash
- ▶ Adobe Captivate
- ▶ Adobe Fireworks
- ▶ Adobe Acrobat Professional
- ▶ Adobe FrameMaker
- ▶ Adobe Dreamweaver
- ▶ Articulate Presenter
- ▶ Articulate Engage
- ▶ Articulate QuizMaker
- ▶ SumTotal ToolBook Instructor
- ▶ Microsoft Office Suite including
- ▶ Microsoft Publisher
- ▶ Microsoft FrontPage
- ▶ Microsoft Visio

PROFESSIONAL ORGANIZATIONS:

- ▶ eLearning Guild
- ▶ National Association of Photoshop Professionals
- ▶ American Society for Training and Development