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## **BACKGROUND SUMMARY**

**INSTRUCTIONAL DESIGN/TECHNICAL TRAINING DEVELOPMENT MANAGER** with expertise in the development of Web and Multi-media based learning programs used to address technical skill needs and safety awareness by internal and external customers alike.

Video and Audio Editing Programs  
Computer Graphic Editing Programs  
Animation (Flash) Programs  
Electronic Brochure/Catalogs

Multi-media Authoring Programs  
Training Video Creation/Production  
Web Site Creation and Maintenance  
Interactive Kiosk/Presentations

## **PROFESSIONAL EXPERIENCE**

**SAFWAY STEEL PRODUCTS INC.**, Waukesha, Wisconsin **1999 to Present**  
Largest scaffold, shoring and concrete formwork in North America providing \$250 million annually in products and services to a variety of customers.

### **Corporate Manager of Training Development**

Responsible for the development and implementation of technical training programs and modules concerning the safe handling, use, erection and dismantling of scaffolds while providing employee and customer training as needed. Responsible for obtaining, exploiting and maintaining the latest in learning technologies and techniques while instructing trainers in the use of these technologies.

- Developed numerous Train-the-Trainer programs to provide a means for trainers at 60 locations to train customers locally rather than using corporate trainers. This resulted in a dramatic reduction in travel and training costs for Safway Steel Products.
- Developed a web based registration system that allow customers to register and obtain passwords online at anytime or through local branch office. This resulted in a dramatic increase in the number student registrations.
- Upgraded vendor produced Individual Scaffold User and Erector Training Programs to comply with Windows™ 2000 plus Operating Systems while expanding the training programs to allow for the training and assessment of groups of 15 people or more people through the use of LCD projectors and PC-to-TV adapters.
- Authored five 25 minute VHS based training programs to Video CD-ROMs marketing information, thirty OSHA and CALOSHA mandatory publications launched as Adobe Acrobat portable document files (pdf) and Internet links associated to the latest in Safway safety publications, the OSHA and CALOSHA web site.
- Created eight multi-media training programs and workbooks to Spanish training programs. This immediately resulted in additional training revenues and added to Safway's already strong reputation as the leader in scaffold safety and training.
- Developed numerous business card CD demonstrations to market scaffold estimating and erection software which resulted is a \$5000 license savings per copy.

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**P&H MINING EQUIPMENT**, Milwaukee, Wisconsin **1990 to 1998**  
Major manufacturer of surface mining equipment and associated products and services.

**Manager of Mining Training, The Harnischfeger Institute** 1995 to 1998

Responsible for the production of user technical publications, external customer training (profit center) and internal customer training (cost center). Annual budget of \$1.5 to \$2.5M annually in sales.

- ! Visualized and sold concept (1996) of a Mobile Training Station to upper management. Completed and deployed (1998) the \$1.25M Mobile Training Station to the field under budget and on time. Organized and coordinated a training seminar circuit across North America with hands-on training being conducted at a new location every weeks.
- ! Developed and published series of self-paced, computer based, interactive "How to" learning programs for customers and field service engineers.
- ! Converted all new technical publications to electronic format and native language of the customer. Converted 60 years of archived technical manuals to electronic format.
- ! Jointly developed and introduced (1996) a CD-ROM based Operator Training Program.
- ! Developed and produced (1995) the corporation's first web site that included course registration, course descriptions; course and seminar scheduling. Included on-line technical publication inquiry and ordering procedures.

**Manager of Mining Training, The Harnischfeger Institute** 1990 to 1994

Responsible for training development and course presentation associated with electric mining shovels and mining equipment.

- ! In 1994, introduced the concept of using laptop computers, LCD projectors, TV-to-PC adaptors and computer based graphics to enhance training.
- ! Typically averaged 36 weeks of training per year to world-wide customers in remote locations.

**UNITED STATES ARMY** - United States and Europe **1966 to 1990**

**Professional Soldier.** Career Senior Noncommissioned Officer. Highlight of 24 years service was the successful activation, organization, training and deployment of the first operational PATRIOT air defense missile system to Europe.

### **PROFESSIONAL DEVELOPMENT AND TRAINING**

OSHA Incident Reporting Training by Web Casting (2002)  
Beta Software Tester for Digital Workshop Opus Pro Software (1999-2002)  
Managing Technical Training Centers, University of Wisconsin (1996)  
Long Distance Education and Training, University of Wisconsin (1995)  
Maintains nine Web Sites for the purpose of personal skill development (1994 to Present)

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