

Qualifications Summary

Technical instructor, technical writer, courseware developer, and curriculum designer with 25+ years of experience in corporate learning and development including: project management, needs analysis, learning solutions implementation, software implementation initiatives (HR, LMS, CMS, etc.), and systems and process improvement with extensive experience in technical and structured writing, and strong software skills in the following:

- Word (& Styles), Excel, PowerPoint, Project, Outlook
- Lotus Notes, Wild Apricot, Canva, Vyond
- Articulate Studio, Storyline 2, Storyline 360, Rise 360
- MS Visio, LucidChart, MS Project
- Photoshop, Illustrator, InDesign, Captivate, Acrobat, Framemaker
- SharePoint, Box, DropBox, useWhale.io, OneDrive
- WebEx, GoToMeeting, Zoom, Teams
- SnagIt, Camtasia, Jing, Audiate
- DocuTools, Formatting Solutions Pro (FS Pro)
- PeopleSoft HR, PeopleSoft ELM, Cornerstone-On-Demand, PlayerLync
- HP Service Manager, Mercury Quality Center, Workday
- GSuite: Docs, Sheets, Forms, Slides

Industries

A cross-industry consultant who has worked in chemical/mining, consulting, engineering, financial services, hospitality, information technology/software, insurance, manufacturing, pharma/biotech, and supply chain/transportation.

Experience Highlights

Project/Program & Change Management

- Supported the planning, coordination and execution of talent development programs including leadership training, annual compliance training, employee engagement surveys and communities of practice. Managed program logistics: scheduling, event setup, participant communication, and creation of materials. Monitored online manager community of practice, fostering collaboration, knowledge-sharing, and engagement among members. Assisted in tracking program participation, feedback and outcomes to evaluate effectiveness, and identified opportunities for improvement. Collaborated with TD team to design engaging learning experiences that aligned with organizational goals and employee needs. Acted as a point of contact for program participants, providing timely assistance and ensuring a positive experience. Contributed to the creation of change management and program communications, including resource guides and presentations.
- Performed gap assessment, including documenting existing processes, designed tech specs, configured new LMS, developed UAT and training plan, created the security model, created and implemented all change management processes, created and conducted training, and developed, wrote, and implemented a centralized training governance structure including all policies and procedures.
- Created technical documentation: user guides, FAQs, getting started & change management documentation and communications, best practices, tips & tricks, instructions for LMS use. Standardized copy across different tool offerings, worked with product owners to develop new content including building proof of concepts with sample content. Created and implemented a standard Data Governance Plan including all policies and procedures.
- Collaborated, as part of an external team, on six different global implementations of Cornerstone On Demand LMS for clients. While each project is different, all required a gap analysis, guidance on implementation best practices, recommendations on centralized vs decentralized administration models, construction of a data governance model, and best practices on role-based security.
- Created a detailed review checklist to compare current usage of Cornerstone On Demand against system capabilities and overall best practices to leverage more of what Cornerstone had to offer and made recommendations on features and practices that would better support a centralized administrative model resulting in a more streamlined and user-friendly system. Implemented same checklist which included

overhauling the access of more than 100 admins into a tailored, layered, role-based security model that further streamlined operations while building accountability into each process.

- Managed User Acceptance Testing (UAT) for external client implementing Cornerstone On Demand LMS with custom pages; creation and rewriting of 800+ formal test scripts in Excel; day-to-day management of ~70 remote, global testers all via email, teleconference and Web-Ex; managed ~25 ad-hoc testing scenarios across a dozen testers; delivered all compilation of test scripts and results analysis via Excel ensuring the success of the implementation with the client signing-off
- Collaborated as Lead Trainer, Technical Writer, and Subject Matter Expert on two enterprise-wide PeopleSoft implementation projects, and four major upgrades to PeopleSoft HR and ELM modules with successful implementations
- Managed multiple internal User Acceptance Testing projects to test new ELM and PS system enhancements leading to sign-off of requirements and ultimately, successful implementations
- Managed multiple work streams for four enterprise-wide implementations of PeopleSoft applications including writing and reviewing business requirements, creation of test scripts; managed the user acceptance testing efforts; developed and providing training to end-users
- Created and managed a large-scale educational program consisting of multiple, multi-day, continuing educational programs with international components from inception, content creation, facilitator and resource coordination, learner registration, and delivery management for approximately 3800 learners
- Provided project management support, coordinated project deliverables, managed related project activities, facilitated discussions, and managed the Subject Matter Experts for a large, multi-phased curriculum plan
- Managed and provided direct technical support to both the local and foreign-based work teams as administrative work was transitioned offshore; established and maintained quality technical processes and tools for all of Line of Business/Service Learning and Development groups
- Provided consulting and troubleshooting for a wide variety of projects and graphics design projects including on-site help support, desk-level support to directors, managers, supervisors and associates by addressing software and system-related issues

Instructional Design & Technical Writing

- Assisted in the re-implementation of Workday by testing, drafting processes and flowcharts, documenting results, and translating policies and processes into a consolidated manual for multiple audiences with associated job aids for ongoing training initiatives
- Wrote, implemented, and managed accountability for data governance policies for HR and learning management systems (Peoplesoft HR, Peoplesoft ELM, Cornerstone-on-Demand, Workday)
- Built templates for ILT and OJT training for in-field operators for multiple locations; conducted interviews with multiple SMEs to capture standard operating processes for training and documentation purposes; coordinated all materials into required CMS configurations (Teams, SharePoint, etc.)
- Created multiple marketing and celebratory materials: Celebration of Life programs; Holiday event flyers; special event materials for print and social media
- Based upon detailed needs analysis, worked with Subject Matter Experts and some IDs, created course materials for 198 instructor-led tax technical, software and soft skills courses consisting of detailed instructor guides, presentations, exercise files (where applicable), and participant workbooks totaling 804 training hours for a population of approximately 1,800 tax professionals with a total development time representing approximately 5,940 hours
- Managed multiple, week-long training programs for senior staff (Managers, Directors, Partners) including a team of ID, SMEs, facility staff and support staff
- Directly consulted with clients to assess training needs, recommended and/or designed training solutions utilizing the most appropriate educational technologies, adjusted training as needed and analyzed program evaluations to ensure program effectiveness
- Designed and facilitated the curriculum development process for corporate-wide training initiatives (Audit Client Portfolio Teams, PeopleSoft implementations)

- Independently developed and designed programs, courses and curriculum consisting of: manuals, user guides, quick reference guides, job aids, sample exercises, test exercises, quizzes and tests
- Created and automated templates and forms; created newsletters, small publications, release notes, technical and installation manuals, end-user documentation consisting of user manuals, quick reference guides, online help and marketing materials
- Maintained, organized and revised curriculum as necessary and/or developed new training curriculum and manuals in response to changes in company and organizational focus

Instruction/Facilitation

- Conducted advanced training sessions in Leadership and Customer Service Skills, Project Management, Process Improvement and Defect Elimination, software and technical skills
- Delivered training in support of enterprise-wide software implementations utilizing multiple or blended delivery formats: instructor-led, webinar and teleconference
- Wrote, scheduled, delivered and enhanced software training classes to entry-level, supervisory, managerial and upper-level staff to improve software and business skills resulting in increased productivity; developed and updated numerous job aids for various teams
- Taught custom classes for large and small companies specializing in conversions from SoftSolutions and DOS-based applications to Docs Open and Windows 95/NT based applications
- Taught a wide variety of software classes ranging beginning through advanced levels to a diverse group of corporate and private sector participants

Employment History

Project Manager/Technical Writer/Trainer/ISD, J Buckley Consulting LLC, (Aug 2010 – present)

Clients include: Aramark; BMC Software (*formerly Numara Software*); BJ's Wholesale Club; Boca Ciega Yacht Club; Calusa Trace Master Association, Inc.; Capron Ridge HOA; Clarity Consultants; Chiron; Consultis of Tampa; Crowley Maritime; Danaher Corporation; Deloitte LLP; ERPET Group a.s.; Fortel Design s.r.o.; Geneva Watch Group; Gerdau Ameristeel; Helios (*formerly PMSI*); KForce; Learning Connects; Loews Royal Pacific Resort; M²; MBTA, Marriott Vacations Worldwide; McKinsey & Company; Michele Vossen Coaching and Consulting, LLC; Mosaic Co.; Parkland Plastics; Pokorný, spol. s r.o.; St Charles Consulting Group, LLC; Ryan Hughes Design; Tamlyn; Tampa Sailing Squadron; The Brooks Group; The Mosaic Company; The Training Associates; Training Pros; UniFirst; Walmart; West Monroe Partners; Wilsey Family

Learning & Education Systems Process & Quality LMS Project Manager, PwC, LLP (Jan 2006 – Aug 2010)

Learning & Development Instructional Design Consultant, MetLife (Jan 2000 – Jan 2006)

Volunteer Certified Council Trainer, Girl Scout Council of Suncoast, Inc (2000 – 2007)

Technology Instructor, CompUSA (2004 – 2006)

Applications Instructor, IKON Technology Services (July 1998 – Dec 1999)

Senior Instructor & Application Training Supervisor, Appletree Technologies/New Horizons Computer Learning Center (Sept 1996 – July 1998)

Education, Training & Certifications

Certified Professional in Talent Development (CPTD), Association for Talent Development, 2022-2028

Information Mapping Professional Certification (FS Pro), 2014, 2022

Certified Facilitator with Development Dimensions International, Forum Corp, and Achieve Global

CPR/First Aid/AED Certified with Wishart Safety Training, 2022

CyberSAFE 410 with CertNexus, 2022

Logical Operations Modern Classroom Certified Trainer (MCCT), 2020

SnagIt 2020 Certification with TechSmith Corporation, 2020

University of South Florida, Master of Science, Cyber Intelligence, Fall 2024

Regis University, Master of Business Administration, with Honors

University of South Florida, Master of Arts/Education, Adult Education, Honors

Villanova University, Certificate in Fundamentals of Project Management

University of Maine, Bachelor of Science, Secondary Education in Social Sciences

Professional Affiliations

Phi Kappa Phi Honor Society Lifetime Member since 2001
Association for Talent Development (ATD) National Member since 2002
Association for Talent Development Florida Suncoast Chapter (ATD) Member since 2007
Project Management Institute (PMI) National Member since 2004
Project Management Institute Tampa Bay Chapter Member since 2012
Learning Guild Member since 2007
Society for Technical Communication (defunct Jan 2025) Member 2012-2014, rejoined 2022
International Society for Performance Improvement Member 2011-2015, rejoined 2022

Quality & Performance Awards

Boca Ciega Yacht Club, Janet Terrell Service Award, 2024
ATD Making the Difference Service Award, ATD Chapter Recognition Committee, 2019
ATD Making the Difference Service Award, ATD Chapter Recognition Committee, 2017 - 2018
ATD Florida Suncoast Chapter Cornerstone Service Award (2015, 2016)
Boca Ciega Yacht Club, Silent Supporter Award (2014, 2015, 2016)
Boca Ciega Yacht Club Rookie of the Year (2013)
Nominated for the Chairman's Award for Achieving Project Team Excellence (May 2008)
MetLife Operations & Technology T.E.A.M. Recognition Award for Organizational Efficiency (2004)
MetLife Learning & Development Top Performer Award for 2001 (April 2002)
MetStar Award and Certificate of Achievement for Project Performance (May 2001)
MetLife Client Services Learning & Development Top Performance Award (Mar 2001)

Volunteerism and Other Activities**ATD Florida Suncoast Chapter, Inc**

VP of Operations (2025 – present)
Consultancy SIG Manager (2020 – present)
Webmaster/Wild Apricot Administrator (2016 - present)
VP of Membership (2024)
VP of Finance (2023)
VP of Programs (2022)
Past President (2020 – Lifetime)
President (2018, 2019)
Secretary (2015 - 2017)
Registration Manager (2015 - 2017)

Association for Talent Development (National Chapter)

National Advisor for Chapters (2023 – 2025)
Chapter Recognition Committee (2017 - 2018, 2019)

Society for Technical Communication (STC)

Webmaster for the STC Instructional Design & Learning SIG (2023 - 2024)

Boca Ciega Yacht Club, Inc

Flag Officer – Immediate Past Commodore (2024, Lifetime)
Flag Officer – Commodore (2023)
Flag Officer – Vice Commodore (2021, 2022)
Flag Officer – Rear Commodore (2020)
Flag Officer – Secretary (2019)
Board Member (2014 - 2016)
Directory Editor (2014 - 2025)
Annual Christmas Lighted Boat Parade Chair (2019 - 2025)

Adult Sail School Volunteer Coordinator (2014 - 2015, March 2017, 2023 - 2024)

Raft-Up Chair (2015)

Raft-Up Co-Chair (2013, 2014)

Webmaster/Wild Apricot Administrator (2013 – 2017, 2018 - 2024)

PwC Relay for Life for the American Cancer Society

Co-Captain of the Volunteer Team (2010)

Member of Volunteer Team (2009)

Calusa Trace Master Association, Inc.

Architectural Committee (2020 – 2022)

President (2017 - 2019)

Vice-President & Secretary (2006 - 2010)

Director at Large (2004 - 2006)

Notary Public for the State of Florida

Dual Citizenship with the United States of America and Ireland; fully eligible to work anywhere in the US and the EU without restrictions