

MARK RICHARD BROWN

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PERSONAL STATEMENT

"I am fortunate to have worked for some of the best-known companies in Silicon Valley while doing things that I'm naturally good at, like writing, teaching, and developing courses. I take pride in adding value to quality products and I'm easy to work with because I enjoy what I do."

SKILLS

Courseware Development – Over 15 year's experience architecting and developing corporate training offerings. Specialization in web-based training (WBT) and "cheat sheets". Demonstrated expertise in the following areas:

- Planning, development, and delivery of courseware using rapid development/Agile processes
- Expert-level proficiency with Adobe Captivate. Able to create demos, interactions, lectures, and quizzes
- Able to develop engaging interactive web-based courseware with self-recorded voice-overs
- Able to design and implement a variety of SCORM-compliant assessment mechanisms
- Able to work with technical Subject Matter Experts across a wide range of disciplines as a peer
- Team leadership at all levels: talented Individual Contributor, Team Lead, Mentor, and 1-line Manager

Project Management – Long history of working directly with Project and Program Managers. Substantial experience in the following areas:

- Able to develop comprehensive Training Plans coordinated within large software deployments.
- Able to recommend effective training formats and strategies for target audiences (WBT or ILT).
- Able to work directly with Business Change Analysts and Business Process Leads to develop effective courseware and support materials.
- Able to work with key stakeholders and mid-level managers to define training goals and change outcomes.

Information Development – Proficient with XML-based tools used to produce technical documentation, especially Installation and Configuration guides. Substantial experience at IBM in the following areas:

- Translation (G11N)
- Accessibility (Section 508, WCAG 2.0)
- XML and DITA (Epic)
- Tutorials (DITA tutorial specialization)

EXPERIENCE

9/12 to 4/16: Technical Course Developer at Silver Spring Networks

Planned and developed several instructor-led courses on SSN's smart-grid products. Used Articulate Presenter to develop web-based courses for IIPP (safety compliance) training. Developed short, self-paced courses on SSN's field tools and smart-grid security. Represented the Training Team at core team meetings. Set up new training lab and built end-to-end demonstration systems.

4/12 to 6/12: Contract Course Developer at Hewlett Packard (through Two Rivers Corporation)

Helped produce training materials as part of a corporate-wide rollout of Salesforce.com. Developed over a dozen cheat-sheets. Developed 4 e-Learning lessons using Captivate 5.5. Edited Instructors' delivery guide.

5/11 to 3/12: Contract Course Developer at Adobe Systems Incorporated (through Two Rivers Corporation)

Worked on a series of training projects for Adobe's Sales, Legal, and Back Office teams. Developed end-user and support training materials for Adobe's Enterprise Lead to Order and Enterprise Contract Management initiatives. These initiatives were part of a company-wide migration to Salesforce.com using features customized for Adobe's deal processing workflows. Working closely with numerous Subject Matter Experts from several different departments, wrote a 280-page Training Manual intended to help Adobe's Sales team transition to Salesforce.com. Produced ten detailed Job Aids intended to support Sales and Back Office staff. Produced two eLearning courses intended for Legal staff.

12/10 to 3/11: Contract eLearning Developer at VMware, Inc. (through Accenture)

Designed and produced five eLearning courses for VMware's Global Support Services Division using Adobe Captivate 5. All courses provide realistic interactive simulations based on the Software.com UI. All courses have guided instructions and voice-overs. Over 800 employees at five locations worldwide were required to take these courses.

7/08 to 9/10: Principal Course Developer at Savi Technology (A Lockheed Martin Company)

Architected, planned, and developed an integrated set of online courses using Adobe Captivate 4. Wrote style guides and development process docs for the rest of the team. Worked directly with Engineering staff and Subject Matter Experts to design and develop 2-hour long interactive web-based courses. Managed collaborative efforts with Application Developers to produce advanced training for Savi's SDKs (Software Development Kit).

3/03 to 6/08: eLearning Engineer and Information Developer at IBM (Rational Software Division)

Joined IBM as part of the Rational acquisition in March, 2003. Developed a new paradigm for harvesting intellectual capital in the form of Short Learning Modules (SLM). Produced three web-based courses, which successfully validated the SLM paradigm. Edited Rational Unified Process (RUP) in order to meet translation and accessibility requirements.

E D U C A T I O N

- BS from University of Florida: Major in Behavioral Psychology; Co-Major in Mathematics
- Upper-division courses in Computer Science, Engineering, and Physics
- Graduate courses in Psychology, Algebra, and Complex Analysis
- Java programming

W E B S I T E

Additional information can be found at www.markrichardbrown.com, including the following:

- Samples of web-based and instructor-led courses
- Recommendations from former Managers
- White Papers