Michael W. Davis

Nashville, TN

Phone: 256-425-4754

E-mail: mikedavis06@gmail.com

Web: www.mwebsterdavis.com

**Skills**

* Designing and developing online training courses and assessments.
* Applying ADDIE process to online and instructor-led training programs and curricula.
* Analyzing jobs and creating success profiles.
* Writing and editing software requirements documents.
* Designing business process flow diagrams.
* Writing client-specific software training manuals.
* Creating document templates.
* Writing and editing documents and online content.
* Managing document development, and creating HTML quick reference guides.
* Managing multiple projects and reprioritizing projects as necessary.
* Delivering training via webinar and on-the-job environments.

**Results**

* Designed, developed and implemented an instructional design process and supporting documents.
* Analyzed jobs and created success profiles for 12 positions at the director, manager, and contributor level.
* Developed over 60 online learning modules for a proprietary speech recognition application.
* Developed over 20 online learning modules for a management orientation and professional development.
* Administered and analyzed results for over 30 online surveys.
* Administered and analyzed results for over 25 online assessments.
* Developed sales and leadership programs and courseware.
* Managed team of four course developers to develop over 200 custom training manuals for software applications.
* Developed and/or customized over 400 software training manuals for customers from several different industries.

**Experience**

10/2010 – Present **Instructional Designer**, Emerson Network Power, Nashville, TN (Remote Office)

Analyze, design, and develop training deliverables using instructional design principles and adult learning theory. Explain technical ideas to a global audience with varying levels of experience. Write and develop instructional materials in multiple formats for sales and technical training. Demonstrate strong verbal and written communication skills. Create blended learning solutions. Conduct needs analysis and facilitate meetings with subject matter expert (SME) teams. Design and develop interactive learning elements using a variety of tools. Create assessments that support learning objectives. Edit and revise existing courses.

Accomplishments: Developed assessments for over 50 online self-paced courses and 30 webinars. Designed and developed storyboards for three self-paced software sales courses. Designed and developed online self-paced courses for data center management software and three hardware sales courses. Designed, developed and implemented an instructional design process and supporting documents. Analyzed technical foundation training requirements for a new product. Developed style guide for designing online courses. Designed and delivered Adobe Captivate training to internal customers.

4/2010 – 10/2010 **Training Developer**, Northrop Grumman, Huntsville, AL

Designed and developed classroom training materials for proprietary information systems software and hardware. Partnered with subject matter experts, other departments, and project teams to review and revise training materials. Coordinated with team of training developers to develop templates and documentation standards. Accomplishments: Designed template with outline numbered styles and keyboard shortcuts. Developed lessons and instructor guides for an information system. Coordinated with subcontractors to revise equipment training.

4/2004 – 10/2009 **Instructional Designer**, MedQuist, Norcross, GA

Analyzed jobs and created success profiles. Partnered with other departments to create and deliver marketing surveys to internal and external customers. Designed and developed online training courses covering a variety of topics, such as software, company policy, employee orientation, and management development. Coordinated with team of developers, client managers, and project managers to create classroom training materials about proprietary hardware and software. Designed pre- and post-training assessments. Analyzed assessments for validity and legal defensibility. Coordinated with team of technical writers to develop templates and documentation standards. Accomplishments: Designed online assessments for Windows XP and basic computer skills, developed three client-specific custom installation/support training manuals, developed and updated student and instructor guides for three proprietary software applications, developed about 20 quick reference cards and about 90 online learning modules.

10/2001 – 4/2004 **Course Developer** Next Step Learning, Alpharetta, GA

Created product ideas. Developed courseware. Contacted outside companies and courseware vendors. Managed courseware development projects and contract course developers and editors. Educated field locations about available instructor-led training products. Analyzed and streamlined product development processes. Implemented courseware pricing structures. Supported sales and marketing with the product launch process.

4/2001 – 10/2001 **Technical** **Writer**, Self-Employed, Atlanta, GA

Developed content and storyboards for Web-based training about telecommunications software. Designed template for training manuals. Developed student manuals.

1/2001 – 3/2001 **Analyst/Technical Writer**, Radiant Systems, Alpharetta, GA

Coordinated with team of developers, client managers, and project managers to create user guides, release notes, and installation/support guides about proprietary hardware and software. Developed client-specific installation and support training. Coordinated with software release team to obtain information requiring documentation. Incorporated business requirements documentation into product release notes. Accomplishments: Developed two client-specific custom support training manuals, developed installation and support guides for credit device hardware and software, and developed release notes for point of sale (POS) software.

7/2000 – 1/2001 **Technical** **Writer**, Comforce (Contractor at Bellsouth), Atlanta, GA

Coordinated with business analysts and project managers to develop software requirements documents, project proposals, software development plans, and design documents. Developed software training documentation. Coordinated with team of technical writers to develop templates and documentation standards. Accomplishments: developed training manual for ABT Connect, developed a Remedy Change Management user guide, developed and updated business process flow diagrams, and assisted business analysts in developing business requirements and customer requirements documents.

3/1998 – 7/2000 **Course Developer** and **Resource Manager**, ExecuTrain, Alpharetta, GA

Managed group of course developers to create client-specific software training materials. Responsibilities included the following: scheduling projects, providing resources, performing performance reviews, staffing and training, coordinating with field locations and clients to complete projects to the clients’ satisfaction. Accomplishments: Managed the development of approximately 150 custom training manuals, created HTML quick reference guides on Excel 97 and PowerPoint 97, hired two course developers, assisted in training four course developers, developed proprietary training manuals for three Oracle Manufacturing classes, developed training manual for a half-day course on Netscape Calendar for all field locations, and customized over 300 software training manuals for various clients.

**Education**

May 1993 Purdue University, West Lafayette, IN

Master of Science, Organizational Behavior/Human Resource Management

June 1990 Auburn University, Auburn, AL

Bachelor of Science, Psychology

**Software**

Adobe: Acrobat, Captivate, FrameMaker, Photoshop, Dreamweaver, Fireworks, Flash, Illustrator, InDesign

Apple: OS X Tiger, Safari, Quicktime

Articulate: Presenter, Engage, Quizmaker

Microsoft: Access, Excel, Outlook, PowerPoint, Publisher, Visio, Windows XP/2000, Word, Project

Other: Lotus Notes, Questionmark Perception, Sony Sound Forge, Audacity, Alienbrain