

# Samuel T. Patrick

101 Blackbear Run  
Ashbury, California 55555

Residence: (555) 555-5555  
Mobile: (555) 555-5555

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## SUMMARY OF QUALIFICATIONS

Confident, results-oriented training leader with strategic planning, operational management, and problem solving. Experienced in leading and managing multiple, complex projects and associated teams to produce quality deliverables that support business issues on time and within budget. Specific expertise in:

- *Strategic and tactical planning*
- *Instructional Systems/Curriculum Design*
- *Performance assessment and planning*
- *Innovative training design and solutions*
- *Training and development of staff*
- *Process and standards development*

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## CAREER HISTORY

### *Colaborocity, Inc. (October 2005 – Present)*

#### **Director, Program Development (January 2005 – January 2008)**

Recruited to serve as the department champion and representative for the Curriculum Development team (3 Personnel Managers and 11 Project Managers) by promoting department capabilities, establishing strategic liaisons throughout the organization, and resolving issues related to course design and development.

Specific Duties include:

- Provide proactive operational and creative direction for Curriculum Development department through strategic planning and managing a project-based environment designed to support the achievement of ESI's overall business goals
- Oversee training design and development for all project management and contracting courses
- Collaborate with key stakeholders to provide customized training solutions to clients
- Analyze training requests and consult with internal stakeholders to determine specific business needs
- Establish and manage staffing projections and forecast plans to accommodate growth of the department
- Facilitate an environment that is conducive to innovation, creativity, and improved time to market in order to ensure ESI maintains its leadership in the marketplace
- Develop and implement quality assurance standards and procedures for course development and curricula maintenance, ensuring consistency, accuracy, and instructional soundness across all programs
- Provide mentoring and training to selected staff as needed

### *InfoCom*

*(January 2001-January 2005)*

#### **Manager, Curriculum Development (January 2003 – January 2005)**

Managed day-to-day operational issues, course development and maintenance projects, and a team of Curriculum Managers to produce performance-based training solutions.

- Developed and implemented quality assurance standards and procedures for client on-sites and public curricula, ensuring consistency, accuracy, and instructional soundness across all courses
- Collaborated with key stakeholders and was recognized as a resource person with effective problem resolution, negotiation and relationship-management skills
- Ensured course materials and products were developed and submitted in accordance with deadlines, schedules, contract requirements, and standards
- Developed and maintained new hire training manual that guides course developers through the processes and procedures within in the Product Development department

- ❑ Identified department training needs and ensured that appropriate training was executed

### **Senior Program Solutions Manager (October 2001 – January 2003)**

Managed the development efforts for new, public, and client-tailored course materials according to budget, schedule, and customer requirements.

- ❑ Developed training materials for student and instructor guides, and designed interactive learning activities including exercises, case studies, exams and role plays
- ❑ Conducted thorough needs assessment with clients and recommend sound instructional approaches
- ❑ Applied sound project management principles to course development efforts; this included identifying requirements and managing projects to baseline cost, scope, mid-stream project changes, and specifications
- ❑ Identified, hired, and managed the necessary contractors, including course developers, and subject matter experts to ensure courses were developed in accordance to ISD and client specifications
- ❑ Wrote project plans and detailed statements of work, planned and facilitated kickoff meetings using a sound communication plan to ensure client expectations were met

### **Project Leader/ Training Specialist**

*Communicators Inc.*

*(January 2001- October 2001)*

Directed and organized the implementation of training courses by developing courseware, project plans and setting priorities to ensure successful implementation of software in conjunction with each division's policies and procedures

- ❑ Formulated training policies, programs, and schedules, based on knowledge of identified training needs, company production processes, business systems, or changes in products, procedures, or services
- ❑ Developed, coordinated, and delivered effective initial and ongoing training for all levels of staff within the company
- ❑ Conducted needs and job performance analyses and conferred with managers and supervisors to determine training requirements
- ❑ Consulted with other subject matter experts to develop course outline, content of course, verify technical content, and design of course
- ❑ Researched alternative delivery methods and provided analysis and reports regarding delivery options
- ❑ Trained identified groups on system enhancements in conjunction with corporate initiatives

Designed, developed, and delivered educational solutions for customers and staff that addressed performance needs

- ❑ Traveled worldwide to design, consult, train, and implement Human Resources software from initial purchase to final implementation
- ❑ Designed, developed, and delivered new learning programs in a curriculum approach based on specific job competency models via classroom instruction, documentation (workbooks, manuals, instructor guides) and other learning tools
- ❑ Conducted performance assessments to identify the performance issues that could be addressed with an educational solution that would help clients and employees perform their jobs more efficiently when using software applications
- ❑ Conducted on-going review processes including needs analysis, outcomes, and program evaluation of education, training, and developmental programs
- ❑ Consulted and trained executive level management, project managers, and end users to ensure successful implementation of software in conjunction with each institution's policies and procedures

**Adult Education Instructor, English**  
*Rhode Island Schools*

*(1991-1996)*

Taught English curriculum to 80-100 adult students (teaching methods focus on growth and comprehensive needs of adults; social, emotional, intellectual, creative and physical behavior)

- ❑ Researched, designed, and implemented staff development programs for orientation, training, continuing education, and community relation purposes
- ❑ Implemented programs that encompassed organizational management, adult learning principles, and motivational and comprehensive training on new student products and services
- ❑ Created self-paced training modules and student job tasks analysis workbook
- ❑ Collaborated with program director to determine current departmental procedures and to assess present and future staff development needs

**Assistant Coordinator, Pre-College Programming**  
*Council of Education*

*(1981-1986)*

Coordinated and facilitated college-admission workshops for all schools in the state of Virginia

- ❑ Presented motivational speeches to college bound students in grades 8-12
- ❑ Corresponded with teachers, principals and counselors to analyze exact needs for motivational materials
- ❑ Proof-read and edited all outgoing letters
- ❑ Prepared correspondence for radio and television announcements
- ❑ Acted as coordinator in coordinator's absence

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**EDUCATION, CERTIFICATIONS, and ACHIEVEMENTS**

**EDUCATION**

Master of Arts in English, University of Virginia, Charlottesville, Virginia  
Bachelor of Arts in English, University of Rhode Island, Kingston, RI

**CERTIFICATIONS**

Certified Training Manager/Director, Better Learning Services, Saskatchewan Canada  
Certified Instructional Designer, Better Learning Services, Saskatchewan Canada  
Master's Certificate in Project Management, Carnegie Mellon University ▪ Pittsburgh, PA

**ACHIEVEMENTS**

**Superior Employee Award (2002) and Best In Class Award (2003)**