



## PROFESSIONAL SKILLS SUMMARY

*Having “been there, done that”, Jacqueline provides a unique perspective for your learning needs. She has been a software developer, business analyst, instructional designer, technical trainer, technical writer, project manager, and college-level communications educator. She knows about learning! Contact her at 619.218.2542 or [Jacqueline.Sirota@JacquelineSirota.com](mailto:Jacqueline.Sirota@JacquelineSirota.com). For additional information, visit [www.jacquelinesirota.com](http://www.jacquelinesirota.com).*

- **Learning Development**—Extensive experience in designing, developing, and delivering e-learning and instructor-led instructional programs for technical and non-technical audiences; understand and apply principles of adult learning, use proven instructional design and delivery methodologies; collaborate with cross-functional teams including business unit managers, multimedia developers, subject matter experts, software engineering, project management, and upper management.
- **Online Instruction / Face-to-Face Training Delivery**—Extensive experience in delivering online and face-to-face management, product, communications, and professional development programs for technical and non-technical audiences; develop and facilitate train-the-trainer sessions; deliver presentations in meeting management, building client relationships, virtual communications, and management communication skills; facilitate online college-level communications, business management, and professional development undergraduate, graduate, and continuing education courses; mentor new faculty candidates.
- **Technical Writing**—Extensive experience in producing high-quality product and technical documentation using established standards, defined style guides and processes; work independently in fast-paced environment managing multiple project assignments with minimal supervision; flexible, enthusiastic, and team-oriented; collaborate effectively with local and virtual cross-functional teams, including engineering, project management, and upper management.
- **Project Management**—Lead and direct technical communication projects through project life cycle with responsibilities including project planning, scheduling, resource allocation, and budgeting; self directed, results-oriented, and comfortable in a fast-paced, changing environment; excellent communication and analytical skills; strong organizational, and leadership skills; develop and utilize project management templates; proficient in MS Project to track projects; earned PMP certification in 2006.
- **Tools and Technologies**—Wide range of tools and technology experience, including seven years as software engineer; expertise and proficiency in various software applications, including Captivate, Articulate, MS Project, MS Office Word, Excel, PowerPoint, Outlook, Access, Dreamweaver, Acrobat, Visio, SharePoint, FrameMaker, and SnagIt. Experience with Web 2.0 (blogs, forums, social network, personalization) and Second Life; familiarity with Flash and Photoshop.

## **BUSINESS EXPERIENCE**

**Learning Consultant [2007–present]** [Jacqueline Sirota Learning x Technology Solutions—high-quality, customer-focused learning development service provider](#)

- Provide high quality, customer-focused learning development, instructional design, training delivery, and technical writing services to client organizations.
- Facilitate face-to-face and asynchronous college-level online communications, business management, and professional development learning programs for adults since 1995 [See [Higher Education Teaching Experience section](#) for details, including list of courses.]

### **Recent Client Projects**

<b>Project / Deliverables</b>	<b>Customer</b>
<ul style="list-style-type: none"> <li>• Design and develop one-day leadership workshop for mid-level managers</li> </ul>	Work through learning consulting company to support their Fortune 500 customer in the service industry
<ul style="list-style-type: none"> <li>• Design, develop, and deliver learning program for New Employee Orientation workshop</li> <li>• Develop SharePoint quick reference cards</li> <li>• Evaluate and provide feedback on internally-developed system documentation materials</li> <li>• Research off-the-shelf SharePoint training programs</li> <li>• Create course outlines for customized SharePoint courses</li> </ul>	Work through learning consulting company to support their Fortune 500 biotechnology customer
<ul style="list-style-type: none"> <li>• Design and develop product-training guides for marketing, creative services, system administrators</li> <li>• Design and develop Tier 1 technical support troubleshooting guide (for internal support team)</li> <li>• Design and develop customer support guide (for external customer)</li> </ul> <p>Note: Training manuals used effectively to train India-based product support team.</p>	Work directly with small technology startup
<ul style="list-style-type: none"> <li>• Design and develop technical, user, and administrator user guides for custom web solutions for DoD audience</li> </ul>	Worked directly with Fortune 500 organization to support their DoD client
<ul style="list-style-type: none"> <li>• Design and develop writing marketing copy for medical device product catalog</li> </ul>	Work through marketing consulting company to support their Fortune 500 customer in the medical device industry

*Jacqueline Sirota Learning x Technology Solutions, Inc.*

<b>Project / Deliverables</b>	<b>Customer</b>
<ul style="list-style-type: none"><li>Design and develop e-learning program for DoD, including Financial Planning for Retirement for Soldiers and their families. Final deliverables include instructional storyboards ready for Flash development (with content, audio narrations, and recommendations for graphical elements.)</li></ul>	Work directly with Fortune 500 organization to support their DoD client
<ul style="list-style-type: none"><li>Design and develop custom instructional materials for Second Life, Web 2.0, Google Apps, social networking (blogs, forums), and gaming content. Final deliverables include Getting Started Guides and job aids used by training staff to train learners.</li></ul>	Work directly with Fortune 500 organization to support their DoD client
<ul style="list-style-type: none"><li>Develop content and narration scripts for marketing DVDs</li></ul>	Work directly with Fortune 500 organization to support their DoD client
<ul style="list-style-type: none"><li>ONGOING: Deliver face-to-face and asynchronous online college-level classes, including communications, business information systems, and professional development for adult learners</li></ul>	Adjunct faculty

**Technical Communications Project Manager / Technical Writer [2001–2007]**

Write on the Edge, Inc—Technical documentation service provider for corporate clients.

- Lead and direct technical communication projects for client organizations in various industries, including software engineering, hardware, network storage, medical devices, and biotechnology.
- Plan, schedule, monitor, and report on activities related to projects; develop project plans, schedules, resource allocation plans, communication plans, project status, meeting minutes, and budgets.
- Manage 5–15 writers, editors, graphic artists, and off-site vendors.
- Collaborate effectively with project teams in Europe, India, and China.
- Develop technical documentation.

***Client Projects***

- Hewlett-Packard—develop print-based and online learning products for Hewlett-Packard printers. Deliverables include user guides, setup guides, posters, job aids, and online help with animations.
- Other high-tech organizations—develop print-based and online documentation, including user manuals, quick start guides, setup posters, and job aids.

**Senior Technical Writer [2000 – 2001]**

[Silicon Space—provider of web-based software solutions for mid-sized to Fortune 50 companies.](#)

- Design and develop technical communications for client organizations such as Gateway Computers and Hewlett-Packard; collaborate effectively with clients, software engineers, subject matter experts, project managers, and upper management.

***Client Projects***

- Map business processes for Gateway Computers organization and develop end-user documentation. Deliverables include mapped process documentation and *Gateway Claims Processing User Guide*.

**Project Manager / Senior Instructional Designer [2000]**

Motiva Software—start-up organization providing custom document control software solutions for international audience. [Ceased operations]

- Lead technical curriculum development to teach Visual Basic engineers how to custom company's proprietary software; collaborate effectively with all organizational levels, including management, software engineering, quality assurance teams, and subject-matter experts.

**Client Projects**

- Develop instructor-led curriculum for customer's Visual Basic software engineers; course content included software customization training for the document control software product. Deliverables include facilitator guide, participant guide, and PowerPoint presentation; design and deliver presentation skills training for software engineers instructors.

**Senior Instructional Designer/Trainer/Technical Writer [1996-2000]**

[Cubic Corporation—leader in Defense and Transportation supplying innovative defense products, systems and services to U.S. and allied governments in more than 50 nations.](#)

- Design and develop training programs and technical documentation for enterprise ERP system and office automation systems (Word, Excel, PowerPoint, and Outlook); collaborate effectively with software engineering teams and subject matter experts.

**Client Projects**

- Design and develop instructor-led training for company ERP implementation. Deliverables include facilitator and participant guides, job aids, and reference materials.
- Design, develop, and deliver office automation training, including training manuals, user guides, job aids, and web-based content. Deliverables include facilitator and participant guides, job aids, and reference materials.
- Develop web-based content for intranet.

**Technical Training Manager [1995-1996]**

[Qualcomm Inc.—world-leading provider of wireless technology and services.](#)

- Establish and manage technical training department; collaborate with upper management and subject matter experts to determine training needs to meet business requirements.

**Client Projects**

- Design, develop, and deliver technical training program for custom, in-house ERP business system.

**Instructional Designer/Trainer/Technical Writer [1992-1995]**

*Washington Inventory Service Inc.—industry's largest and most trusted suppliers of Inventory Counting Services worldwide.*

- Design, develop, and deliver in-house technical and soft-skills training programs and technical documentation for customized inventory scheduling system and off-the-shelf office automation applications; collaborate effectively with software engineering teams, subject matter experts, and upper management.

***Client Projects***

- Design and develop instructor-led training for inventory scheduling system for management.
- Design and develop instructor-led training New Supervisor and customer service training programs.
- Design, develop and deliver train-the-trainer training for instructors.
- Design, develop, and deliver MS Office Suite training for company workforce, including training manuals, user guides, job aids, and web-based content.
- Design and develop technical and user documentation.

**Computer Center Training Manager [1990-1992]**

*CompUSA—an industry's top computer and computer-product retailer with priority to provide unmatched customer care and help customers understand how technology can help them.*

- Establish and manage Computer Training Center operations; hire technical training staff, including contractors; design, develop, and deliver instructor-led training; collaborate with San Diego business organizations to develop and deliver custom software training programs.

## HIGHER EDUCATION

### **Adjunct Instructor / Faculty Mentor [1995-present]**

University of Phoenix—largest private university in North America, with nearly 200 convenient locations, as well as Internet delivery in most countries around the world; offers more than 100 degree programs at the associate's, bachelor's, master's and doctoral levels in much-desired employment areas, from business and technology to health care and education.

Teach the following courses:

- Business Information Systems (for beginning Business Management majors)
- Communication Skills for Career Growth (for first-term students)
- Skills for Professional Development (for first-term students)
- Business Writing Essentials
- Improving Core Listening Skills
- Corporate Communications (for continuing education credit)
- Interpersonal Communication Skills
- Communication Skills and Team Development
- Teamwork, Collaboration, and Conflict Management

## PRESENTATIONS AND WORKSHOPS GIVEN

- Sirota, J. E. (2006). Realities of Managing Virtually: Strategies for Thriving. Presented at Society for Technical Communication Conference, Las Vegas, NV.
- Sirota, J. E. (2005). Realities of Project Management. Presented at Society for Technical Communication Conference, Seattle, WA.
- Sirota, J. E. (2004). Building Relationships. Presented at Society for Technical Communication Conference, Baltimore, MD.
- Sirota, J. E. (2004). Communication Skills for Managers. Presented at the Society for Technical Communication Conference, Baltimore, MD.
- Sirota, J. E. (2004). Good, Fast, Cheap: Managing Quality, Schedule, and Budget. Presented at Society for Technical Communication Conference, Baltimore, MD.
- Sirota, J. E. (2003). Realities of Project Management. Presented at Society for Technical Communication Conference, Dallas, TX.

## EDUCATION AND CERTIFICATIONS

- E-Learning Instructional Design certification, [American Society of Training & Development](#)
- Project Management Professional (PMP) certification, [Project Management Institute](#)
- M.A. Educational Technology, [San Diego State University, San Diego, CA](#)
- A.A.S. Computer Programming, [Kirkwood College, Cedar Rapids, IA](#)
- Bachelor of Arts, Education, [University of Iowa, Iowa City, IA](#)