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OBJECTIVE: To create, design and build knowledge systems that lead people and organizations to innovate, think systemically, improve productivity and achieve sustainable growth

SKILLS: Leadership, management, strategy, team building, new business development, sales, marketing, project management, solution development, basic accounting and finance

Interactive learning and communications systems including information architecture, content modeling, database and object-oriented design: LMS and CMS architecture and administration, XML, XSLT, CSS, HTML/XHTML, UNIX, JavaScript, ActionScript, Perl, Python, PHP, ASP, MySQL, SQL Server, SCORM, Flash, Dreamweaver, InDesign, Illustrator and Photoshop

EXPERIENCE: **Novatek Communications**, Rochester, NY
Director of Training and e-Learning Solutions
Director of XML Solutions December 2008 to August 2010

- Led all aspects of two business units totaling over \$1.3M in annual revenue
- Collaborated with leadership team to design and execute overall business strategy
- Developed client relationships and new business by creating solutions to reduce service, translation and process costs and improve training and technical support content quality
- Managed team of project managers, developers, instructional designers, writers, editors, analysts and consultants delivering services to key clients

Carestream Health, Rochester, NY
Learning Systems Technology Manager September 2007 to October 2008

- Consulted with internal business customers to design, develop, migrate and deploy corporate, sales and field service training solutions
- Managed worldwide Level 2 support for corporate Learning Management System (LMS) and other training portals
- Led and facilitated team process to analyze, migrate and redesign legacy learning systems as part of company transition strategy

Eastman Kodak Company / Shenouda Associates, Rochester, NY
Web Content Systems Analyst August 2002 to September 2007

- Led, facilitated and coached teams modeling web content schema, assuring site quality, defining internal support needs and creating documentation
- Acted as technical consultant to business customers in purchasing and deploying web content management, architecture, process and localization solutions
- Managed and developed web sites, intranet database applications, content migrations and third party product integration projects

Neo/SCI Corporation, Rochester, NY
Multimedia Product Manager

October 2003 to January 2004

- Led department responsible for software product development, company web site and customer technical support for growing science education company
- Provided IT, network and systems administration support for entire company, including Windows 2000 Server and SQL Server administration in a mixed OS environment

Eyepopping Design / Folk Media, Rochester, NY
President

January 2000 to August 2002

- Started and managed every aspect of an interactive media design firm serving the Marketing Communications and e-Learning industries
- Developed interactive business solutions including promotional games, e-Learning architectures, user interfaces and authoring tools and online product demonstrations
- Consulted with clients on content strategy, new product development and usable web site design

Element K, Rochester, NY
Multimedia Developer

October 1998 to January 2000

- Created original artwork, architecture, designs, animations, navigation schemes, controls and programming for self-study e-Learning products
- Built third party branded learning products, CD-ROMs and online seminars
- Consulted as expert in XML, visual design, interoperability and metadata across company

EDUCATION: **Williams College**, Williamstown, MA
B.A. Studio Art with Honors, 1985