

Lori Thompson-Zittnan
Northwest Chicago, Illinois
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847-274-3431

EXECUTIVE SUMMARY

A learning solution and training professional who has a variety of project experience with classroom and web-based course design and development. Balances both an observation and data collection approach in needs assessment to meet the sustainability and critical value chain function goals of the enterprise. Researches and uses organizational development and performance improvement practices relevant to the target audience.

Experienced in research and development, education, training, sales and marketing, spanning 12+ years of experience.

Competencies include:

Rapid eLearning Development

Microsoft Office Suite
Acrobat Standard / Snagit

Articulate '09 / Citrix
GoToMeeting

Course Development

Instructional Design (ISD)

Adult Learning Theory

Online / Offline Facilitation

Technical Sales & Support

Research Skills

PROFESSIONAL BACKGROUND

- Identified and created the skill and knowledge content activities and objectives for Instructor Led Training sessions related to the AdvancED Knowledge Network. Delivered tool related training and contributed to the criteria and arbitrated discussions regarding quality measurement
- Collaborated and advised software developers test search engine keywords and weighting optimization. As a result, designed and created consultant-use job aids for knowledge database taxonomy training
- Designed an online curriculum to support the School Improvement Planner application. Created storyboards, screen layout and presented a prototype of a completed module and curriculum outline for recommendation. Embedded learning objects were used in subsequent training both online and offline
- Conducted Learning Management System (LMS) research for eLearning Team Charter. Strategic decisions were executed by senior leadership as a result
- Co-created and deployed a train-the-trainer curriculum, an online searchable manual with active links
- Conducted classroom and web conference training for two web-based applications in multiple states
- Composed requirement definitions based on periodic informal needs assessment, recommended product cycle enhancements based on budget allocations, created RFP's, conducted design reviews. Managed project, Tested, monitored updates and sold product
- Created the instruments for and conducted product-related focus groups with marketing team at quarterly business meetings and conferences
- Briefed the Postsecondary Council overseeing the postsecondary division of AdvancED in 2006 and 2007 by facilitating research and discussions related to the revision of accreditation standards overseeing the institutional

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CAREER HISTORY

Training Partners Plus, Inc., Elgin, Illinois

June 2009 – Current

Hourly Contract for Rapid eLearning Development

- ILT Course Conversion and Development: Easter Seals (Addressing Challenging Behavior – Early Childhood)

- Instructional Design and Development: RetailTraining.com (Managing Customer Loyalty)

Refresh and Retool, Reality Check, USA

2009 Social Media Magic Web Sessions (blogs, social media marketing)

2009 Articulate '09 Conference

2008 Editorial Editor for “Work Smarter by Boosting Brain Power” Author: Jay Cross

2008 “Designing Learning” - ASTD 2.0 Continuing Education Credit

2008 “Accelerated Learning: FUNdamental Strategies to Enhance Learning”

Presented by: Gail Heidenhain, Delphin International through CISPI

2008 Elearning Guild Annual Conference

Advanced Education (AdvancED), Alpharetta, Georgia

July 2007 to May 2008

Director for Information Services, Schaumburg, IL office

NSSE (National Study of School Evaluation) Schaumburg, IL

The Research & Development Arm of AdvancED (Advanced Education)

June 2003 to June 2007

Coordinator of Research and IT; Coordinator of Learning Technology Services; Research Assistant

Line Advantage Associates; Rolling Meadows, IL

Oct. 1999 – Feb. 2002

Manufacturer Representative Office Administration; Sales

Township High School District 214; Arlington Heights, IL

Sept. 1991 – Sept. 2001

District Field Study Research - Laptop in the Classroom Project (Undergraduate Intern project)

District ILT Course Designer & Instructor: Voluntary Technology Staff Dev. Program

School Applied Technology Lab Assistant; Division Assistant

EDUCATION

December 2005 - Master of Arts in Training and Development

Emphasis: Technology and Adult Learning

Roosevelt University, Schaumburg, IL

- Instructional Systems Design (ISD) / Curriculum Design
- E-Learning Courseware Development
- Training Strategies Distance Learning / Adult Learning Theory
- Training and Development Management
- Human Performance Technology (HPT)