Gloria Lyons

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I am an adept leader, teacher, and creative problem solver always looking for new ways to access those lightbulb moments, taking complex technical concepts and making them easily understandable. When everything clicks, the learner can move forward with new energy and a sense of accomplishment. My experience has taught me that anyone (no matter their technical level) can experience those moments with technology.

Whether I am creating a video, eLearning course, or assisting clients as they work through technical procedures, my goal is to make that lightbulb come on for the learner or team member and illuminate their path toward new experiences.

# Experience

## 07/2016 – Present

## Lead Technical Writer/Senior eLearning Developer

## Netsmart Technologies

* Created and led “Fridays are for Learning” program designed to facilitate learning new skills, sharing information, practicing presentation skills, integrating skills into current projects, and staying accountable for using learning time wisely.
* Wrote, owned, and maintained in-product procedural/instructional documentation for 60+ solutions.
* Worked with strategists and subject-matter experts to understand documentation needs.
* Developed processes, templates, and best practices to create a modern documentation platform experience in a wiki with over 50,000 pages.
* Proven strong organizational and time-management skills during the management of a successful year-long documentation migration project which was delivered on time with no delays.
* Served as site administrator and rebranding designer.
* Applied readability metrics to increase accessibility of articles.
* Validated documentation readability metrics and usability.
* spearheaded the project to frame documentation around customer use cases.
* Wrote team video production strategy.
* Communicated clearly, concisely, and respectfully in all forms of communication.
* Created eLearning courses using ADDIE (Analysis, Design, Development, Implementation, and Evaluation) framework, Adobe Captivate, and Articulate Storyline.
* Consulted on how to implement adult learning theory.
* Oversaw 3 certification programs and 4 client LMSs (Learning Management Systems).
* Administered Adobe Connect and GoToMeeting virtual classroom environments.
* Designed graphics using Adobe Creative Cloud.

## 10/2013-07/2016

## Technology Trainer / Content Developer

## Kansas City Public Schools

* Facilitated weekly live training for principals, teachers, and other district personnel.
* Steered the initiative to develop facilitation guides for training.
* Authored technical support documentation and help articles for various software systems.
* Synthesized and distilled complex information into easily digestible chunks.
* Developed eLearning materials (SCORM-compliant modules using Adobe Captivate and the Adobe Creative Suite/Creative Cloud).
* Oversaw and maintained the district’s learning management system.
* Created and edited training videos and other job aid material.
* Updated and maintained website (using SchoolWires).
* Partnered with marketing content designers to ensure consistency with district style guide.
* Developed departmental style guidelines.

## 03/2007-10/2013

## Creative/Trainer/Concierge

## Apple

* Specially selected to lead customer service, sales, and application training (formal and informal) based on history of excellence in training, knowledge of accessibility features, and troubleshooting skills at the genius bar.
* Facilitated orientation, sales training, train the trainer, mentor skills training, and engaged both digital natives & digital immigrants with basic and pro applications.
* Developed clear and concise communication skills in both large and small groups.
* Designed and delivered training materials, often under significant time constraints.
* Coached team members to improve sales and training metrics.
* Recognized for time management, problem solving, written communications, motivating others, technical skills, self-development, and drive for results.

# Skills & Abilities

## Leadership

Consistently recognized across work environments for leadership qualities.

## Writing

Delivering clear, accurate documentation for various software platforms.

## Development

Using hands-on experience to develop skills with software, design, web development, and other needed skills.

## Agile

Comfortable working in iterative, collaborative, and Agile environments with team members in multiple time zones and work situations.

## Video Production

Comfortable with end-to-end video production: from storyboarding to finished edit.

# Education

#### B.A. | Communications | 08/1998 – 05/2003

Broad persuasive, multicultural, and mass communication emphasis.

#### M.A | Theatre | 08/2003 – 05/2005

(Pending thesis) Served as G.A. (Graduate Assistant), teaching Theatre classes while pursuing course work.