

Wendy Tung

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INSTRUCTIONAL DESIGNER / E-LEARNING DEVELOPER

Instructional Designer with expertise in e-learning design and development. Extensive experience with creating interactive e-learning modules, training videos, screencasts, LMS administration, online help, job aids, user guides, white papers, newsletters, research, and web content.

- Analyze, design, and develop engaging training (e-learning courses, screencasts, and webinars) from start to finish for diverse global audiences of internal and external users.
- Create proposals and track schedules for e-learning project deliverables.
- Manage reviews, LMS loads, testing, and QA processes of e-learning courses.
- Created facilitation and participant guides for instructor led training.
- Develop style guides and templates for e-learning courses, online help, job aids and user guides.

I take on challenging projects and complete projects on time. I'm comfortable working both collaboratively and independently. I have a reputation for being creative, detail oriented, proactive, accurate, and well organized.

PROFESSIONAL EXPERIENCE

Arrow Systems Consulting, Inc. Location: Remote 5/15/2021 – Present

Senior Instructional Designer

Use Articulate Storyline 360 to design and develop e-learning courses to train external clients on a specialized warehouse manufacturing process automation software.

Snap Inc. Location: Remote 02/2020 – 5/01/2021

Senior Instructional Designer

Use Articulate Storyline 360 to design and develop e-learning courses and job aids for internal audience at the US Coast Guard.

Cupertino Electric (Contract) Location: Remote 11/2019 – 4/2020

Senior Instructional Designer

Used Articulate Storyline and Articulate Rise to design and develop e-learning courses and curriculum for internal audience of project managers at large electrical engineering/construction company.

American Heart Association (Contract) Location: Remote 09/2019 – 12/2019

Senior Instructional Designer

Designed and developed leadership and career development online training curriculum using Skillsoft Percipio, webinar and workshop participant guides, and job aids for an internal audience.

eBay Inc. (Contract) Location: Remote 03/2019 – 7/2019

Senior Instructional Designer

Developed online training curriculum for onboarding of new employees and development of emerging leaders using Degreed. Created lessons and original content containing step-by-step procedures and resources for leadership development and new employees.

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PROFESSIONAL EXPERIENCE – CONTINUED

Cogstate, Inc.

Location: Remote

04/2017 – 03/2019

Senior Instructional Designer

Used Articulate Storyline 360 to design and develop e-learning training solutions. Projects included:

- Designed and developed e-learning training modules for certification of medical personnel for research and clinical trials related to the treatment efficacy of pharmaceutical products for patients who exhibit psychopathological behaviors and Alzheimer patients and their caregivers for research and clinical trials of pharmaceutical products.
- LMS administration, development, and configuration of the company's Absorb LMS for external use (medical professionals) and internal use (employees).

Symantec

Location: Mountain View, CA

11/2015 – 06/2017

Senior Technical Course Developer

Used Articulate Storyline 2 and Adobe Captivate to develop e-learning technical training solutions for enterprise network security related products. Projects included:

- Designed and developed training modules for network system administrators seeking to configure network policies using the MTD product. Published modules on the company's internal customer portal.
- Designed and developed training modules for network administrators to understand the migration paths, processes, steps, and resources for upgrading their ProxySG OS and appliance product before the end of life date. Published training modules to company's Youtube channel.
- Designed and developed training videos for customers on how to use the online portal and what resources are available to them. Published to the company's online portal with a link to the training video from the main page.

eBay, Inc.

Location: San Jose, CA

09/2015 – 11/2015

Instructional Designer (Contract)

Used Adobe Captivate to develop short micro learning training videos and screencasts for global users of eBay's online selling tool to enable users to have context-sensitive self-service training resources. Projects included:

- Designed and developed training video for sellers to understand the new features and functionality of the eBay listing tool.
- Designed and developed step-by-step training video for sellers on how to set up and use eBay listing features such as automation, notifications, and multiple product listings.

Pearson English

Location: Brisbane, CA

03/2015 – 09/2015

Senior Instructional Designer (Contract)

Used Articulate Storyline 2 to develop online self-service training solutions (E-Learning training, Screencasts, Online Help, Job Aids) for software designed to improve levels of Business English language proficiency. Interviewed and worked successfully with globally based SMEs and language specialists to develop training requirements, task analysis, quality assurance, and delivery of online training solutions. Projects included:

- Designed and developed self-service training modules for client administrators of Business English language learners using SaaS product.

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PROFESSIONAL EXPERIENCE – CONTINUED

- Created Job Aids, glossary of terms, and other resources for client administrators to use when performing administration tasks.
- Created screencast videos of essential administration tasks and published to client portal.

PayPal

Location: San Jose, CA

05/2014 – 03/2015

Senior Instructional Designer (Contract-Intelliswift Software)

Used Articulate Storyline 2 to design and develop e-learning technical training on topics related to BI tools and EDW related topics for an internal audience of account managers. Interviewed SMEs and stakeholders to create original (from scratch) training in an iterative Agile development environment. E-learning training played an essential role in increasing the usability and the overall adoption of the internal software. Projects included:

- Designed and developed training modules for internal audience of Paypal account managers and all merchant-facing staff to learn how to view and customize the Commerce Insights BI reports. Training included step-by-step instructions for self-service just-in-time training of essential tasks and functions. Training modules were published to the internal reporting portal.
- Designed and developed step-by-step training module for internal Citrix users on how to properly setup and use the software. Self-paced online training included narration, job aids, and videos.
- Created ILT training materials, job aids, and activities for training for account managers on best practices and applications for using the Commerce Insights BI reports.

Visa Inc.

Location: Foster City, CA

01/2008 – 12/2013

Senior Instructional Designer

Used Articulate Storyline, Adobe InDesign, etc. to create, edit, and deliver custom e-learning courses, screencasts, online content, webinars, job aids, user guides, participant training guides, facilitator guides, white papers, newsletter articles, business requirements, and proposals for Visa employees and internal users of ERP and proprietary software.

- **Design and Development**
 - Conducted extensive Task Analyses to design curricula and objectives
 - Created high quality storyboards that promoted buy in from team members
 - Developed engaging online learning activities, assessments, and simulations
 - Wrote audio scripts, trained voice talent, and recorded quality audio for course narration
 - Received accolades for creativity of visuals and graphics used
- **Quality Assurance**
 - Created Departmental Style Guide to promote consistency and efficiency
 - Participated in review and brainstorm meetings with SMEs and team members
 - Uploaded courses and coordinated alpha and beta pilot testing
 - Developed online evaluations for e-learning courses
- **Project Management**
 - Created proposals, project schedules, and estimates
 - Conducted regular meetings with cross-functional teams and SMEs to develop content
 - Managed review sessions, brainstorm and check-in meetings with SMEs and team members
- **Documentation and Guides**
 - Developed instructor-led and self-paced training guides, facilitator guides, and job aids.
 - Produced high quality procedural guides, web content, and user guides
 - Developed template for conditional formats of 20 regional versions of Employee Handbook

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PROFESSIONAL EXPERIENCE – CONTINUED

TekSystems, Inc.

Location: San Jose, CA

08/2007 – 10/2007

Technical Writer (Contract)

Created technical documentation for audience of employees of financial services client company. Projects included:

- Created business continuity and disaster recovery procedures guide.
- Created process work-flow diagrams and related visuals for business continuity processes.

Visa Inc.

Location: Foster City, CA

07/2002 – 06/2007

Technical Writer (Contract)

Used RoboHelp to create online help (context sensitive and stand alone) containing indexes and internal/external cross references for both internal and external users of web-based software applications. Also used Adobe Framemaker to create user guides, FAQs, and release notes for software applications.

- Developed business requirements documentation for programs based on internal sources
- Created detailed process work flow diagrams in Visio
- Conducted peer reviews of online help and user guide drafts for reporting software products

eGain Communications, Inc.

Location: Mountain View, CA

01/2000 – 07/2002

Technical Writer

Used RoboHelp to create online help (context sensitive and stand alone), user guides, training guides, system administration guides, and white papers for web-based CRM software applications.

- Worked with SMEs from cross-functional teams to document essential procedures
- Created user guide and online help templates for software products
- Created company Style Guide for internal use
- Documented and trained others on internal processes, procedures, and authoring tools
- Worked with software engineers to document and develop installation procedures for product

VOLUNTEER PROJECTS

- **Global Volunteers, Inc.** 2008 - Present
English Teacher: Periodically work with NGO to teach English to university students and faculty overseas during annual volunteer service programs. Create ESL lessons, presentations, study aids, and handouts for students, program participants, and volunteers.

PROFESSIONAL ASSOCIATIONS

- **Learning Guild** (Community of Practice for E-learning Professionals)
- **TLDC** (Training, Learning, and Development Community)
- **STC** (Society for Technical Communication)
- **CATESOL** (California Teachers of English to Speakers of Other Languages)

SOFTWARE

- **Articulate:** Storyline 360, Rise, Replay, Studio
- **Adobe:** Captivate, FrameMaker, InDesign, Acrobat Pro, Photoshop, Illustrator, Presenter, RoboHelp, Dream Weaver, Creative Cloud
- **Other:** Google Docs, Drive, Google Hangout, iWork (Pages, Numbers, Keynote), Box, SnagIt, Camtasia, Vyond (GoAnimate), Audacity, Well Said.

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- **Microsoft:** Word, Excel, PowerPoint, Project, Visio, Teams
- **Communication:** Teams, Webex, Goto Meeting, Sharepoint, Skype.
- **LMS:** Absorb, SumTotal, Plateau, SuccessFactors, Moodle
- **Learning Platforms:** Percipio, Degreed, LinkedIn Learning

EDUCATION AND CERTIFICATIONS

- Bachelor of Arts, Research Psychology, California State University, Long Beach, CA
- Stanford Certified Project Manager Certificate, Stanford University (6 courses)
- Instructional Design and Delivery Certificate, UCSC Extension (9 courses)
- Technical Information Architecture & Design Certificate, UCSC Extension (11 courses)
- Technical Writing and Communication Certificate, UCSC Extension (11 courses)
- CELTA (Certificate in Teaching English to Speakers of Other Languages), St. Giles College
- Essentials of Graphics for E-Learning, ATD
- Advanced E-Learning Instructional Design Certificate, ATD
- Usability and the Human Mind, Nielsen Norman Group
- Interaction Design and Writing for the Web, Nielsen Norman Group