

OBJECTIVE

A position in any or all of the following roles:

- eLearning Designer/Developer
- Instructional Designer
- Flash Programmer
- Sr. Technical Writer or Technical Writer

SKILLS

eLearning Design, Development and Programming
Business Analysis
Instructional Design
Learning Management System (LMS) course communication
Procedural Analysis
Project Management
Standards Development
Systems Analysis
Storyboard Writing
Technical Writing and Editing
Training Material Development
User Interface Recommendations
Video production and editing for small-scale projects
Web Design and Development

TOOLS & TECHNOLOGIES

Adobe Acrobat Distiller/PDF Writer
Adobe PageMaker
HTML/JavaScript
Authorware
Director
Dreamweaver
Fireworks
Flash MX
MS FrontPage
MS Office
MS Project
Paint Shop Pro

ABOUT ME

I have 12 years of experience in a variety of roles ranging from eLearning designer and developer to technical consultant. My background is in technical writing and editing but over the years my career has morphed into primarily eLearning-related projects, although I've acquired a wide variety of skills and experience in between (see the list in the left margin).

CHRONOLOGY OF EXPERIENCE

Interaction Designer
Best Buy Co., Inc.
Richfield, MN
www.bestbuy.com

June 2003-Present

North America's number-one specialty retailer of consumer electronics, personal computers, entertainment software, and appliances. Brands include Best Buy, Geek Squad, Future Shop, and Magnolia Audio Video.

From March 2005-Present:

Part of the Corporate Human Resources department and responsible for designing, storyboarding/writing, and programming eLearning games and courses for a wide variety of internal audiences.

- Member of a three-person eLearning development team
- Write storyboards in Microsoft Word and program courses in Flash MX and Saba Publisher (a tool designed to communicate with the company's Learning Management System (LMS))
- Also create graphics for eLearning courses and design user interfaces
- Examples of courses include a game designed to teach Corporate employees about Antitrust law, a course for Geek Squad employees about the dangers of installing unauthorized software, and a game designed to inform store managers about the company's Affirmative Action initiatives.
- Deploy eLearning courses via the company's LMS

From June 2003-March 2005:

Part of the Corporate Information Technology (IT) department and responsible primarily for documentation on IT-related projects.

- Developed software manuals, quick-reference guides, HTML-based reference systems, and training guides
- Developed and published HTML and PDF content for the company intranet site
- Met with business members and users to perform user and business analysis for IT projects
- Created other documentation such as PowerPoint presentations, diagrams, flow charts, marketing materials, prospectuses, training needs assessments, and software development lifecycle documents such as business requirements, use cases, etc.
- Helped conduct systems analysis for disaster recovery projects and created architecture and infrastructure diagrams to illustrate findings

KRISTY ROLOFF

EDUCATION

Bachelor of Arts:
English Literature (Scientific and
Technical Communication
minor)
University of Wisconsin - Stevens
Point; Stevens Point, WI

TRAINING

- Macromedia Flash MX –
ActionScript; July 2003
- Macromedia Authorware –
Fast Track to Authorware;
March 2003
- Macromedia Dreamweaver;
January 2000
- Field Studies: The Personal
Touch; March 2001
- Macromedia Director –
Introduction; May 1999

REFERENCES

Available upon request

CHRONOLOGY OF EXPERIENCE, CONTINUED

Senior Technical Consultant
Compuware Corporation
Bloomington, MN
www.compuware.com

July 1998-June 2003

One of the world's largest Information Technology staffing firms with more than 110 offices in 47 countries. Also develops, markets, and supports more than 130 software products.

Participated on a committee that designed and developed a prototype for the Compuware Minneapolis intranet. Specific contributions included page design and the development and maintenance of cascading style sheets (CSSs). Also completed project work for the following clients:

Best Buy Co., Inc.; Eden Prairie, MN

3/99-9/01

- Developed web-based training, online reference materials, end-user manuals, training guides, web content, video and audio, and technical documentation for Best Buy corporate and retail audiences
- Developed and implemented standards and guidelines for IT project teams
- Participated on numerous projects in different roles, including management

Minnesota Office of the Secretary of State (OSS); St. Paul, MN

8/98-2/99

- Participated on a development project for a client/server-based financial application
- Created user reference guides for state employees
- Was presented with the Compuware "Customer Service Star" award, which is presented to Compuware associates for demonstrating outstanding performance on a client project
- Maintained project plans and estimated completion dates and task lengths
- Wrote a style guide which was referenced by the writing team to encourage consistency in user documentation
- Reviewed and updated design documents
- Assisted in user interface design to maintain consistency and clarity in user interfaces

Technical Writer
Sagebrush Corporation (formerly Winnebago Software Company)
Onalaska, WI
www.sagebrushcorp.com

August 1996-July 1998

An industry-leading developer of software and products for library automation.

- Designed and wrote software manuals, quick-reference guides, and online help systems
- Managed a team of writers in the creation of help systems for Windows 3.1, 95, NT, and Mac OS cross-platform applications
- Part of a team who developed and maintained company intranet content
- Collaborated with software developers to design application interfaces
- Lead research for incorporating computer-based training (CBT) and localization into documentation and products
- Converted documents to PDF for intranet publication