

KIMBERLY E. WILLIS

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EXPERIENCE

2018 - 2024 Consulting Work, Durham NC, *Instructional Designer and Editor*

- **Red Hat**
 - Collaborated with SMEs and change managers to gather information and gain an understanding of the related systems and processes for Corporate Business Platforms.
 - Collaborated with SMEs to develop a global course to enable, activate, and incentivize partners.
 - Edited a bi-weekly newsletter.
 - Developed and revised Knowledge Base Articles and other documents related to a Salesforce update.
- **AdventHealth**
 - Learned supply chain software and developed instructor-led course on ordering supplies and services in a hospital setting.
- **DoorDash:**
 - Designed and developed micro-learning courses for management development. Used Articulate Storyline and Rise to create interactive, focused training.
 - Revised print and video LMS training materials. Analyzed and modified learning materials in accordance with ADA rules and WCAG 2.0 guidelines.
- **Salesforce:**
 - Used the Salesforce learning tool, TrailMaker, to prepare existing content for the new LMS.
 - Edited content to improve readability.
- **Red Hat:**
 - Designed and developed micro-learning courses for Red Hat field sales enablement using Articulate Rise 360.
 - Developed storyboards and worked with vendor to turn them into Storyline animations.
 - Collaborated with team members to meet tight deadlines and worked with SMEs to gather content.
 - Served as lead ID for project; monitored project schedule and ensured deliverables.
- **Carolina Biological Supply:**
 - Translated existing instructor-led training into e-learning courses for Carolina Biological Supply using Articulate Storyline 360.
 - Developed a digital microscope and tutorial to accompany the e-learning courses.
 - Applied WCAG, ADA and Section 508 standards for accessibility.
- **Academic:**
 - Edited and revised technical and academic articles for various clients.

2014 - 2017 **Nutanix, Durham NC, Technical Content Developer**

- Used the Darwin Information Typing Architecture (DITA) XML data model to author and publish instructor-led training material in support of multiple enterprise cloud software products and technologies.
- Collaborated with teams of technical trainers, technical writers, marketing staff, developers, and engineers to constantly revise and update the technical courseware (student manual, lab guide, and presentation slides) for the Nutanix Platform Professional (NPP) certification. The NPP courseware enabled Nutanix customers to learn how to install, configure, monitor, maintain, and utilize their Nutanix platform.
- Edited and revised team's coursework, selected slide graphics, wrote learning objectives for modules, performed quality assurance on e-learning modules, and developed best practices for the development of instructor-led training.
- Mentored, coached, and onboarded new team members.
- Developed and updated assessment questions for Nutanix certifications.
- Designed and developed a highly-interactive course for the Nutanix Support Specialist (NSS) certification. After taking this course, the ability of Authorized Support Partners to close Level 1 and Level 2 support calls improved 30% in one year.
- Utilized JIRA to track issues and Git for version control.
- Participated in the design of product features and UX designs through regular engineering review cycles.

2012 - 2014 **Consulting Work, Instructional Designer/Course Developer**

Instructional Designer, Avrio Knowledge Group, Minneapolis MN

- Mapped curriculum content and created graphical storyboards for instructor-led and e-learning courseware for the rollout of Optum healthcare software.

Instructional Designer, Trigyn, Raleigh NC at NC Dept of Revenue

- Revised existing instructor-led training materials to enhance learner experience. Incorporated instructional design principles to include more interactivity and to enhance text and graphics.
- Developed an executive overview presentation, including demos, of the new Tax Information Management System software.

Technical Course Developer, Resolvit, Morrisville NC at Tekelec

- Updated advanced instructor-led, hands-on course for new release of software. Identified new and updated features, learned software, and worked with Subject Matter Experts to develop examples and exercises, add new material, and revise existing content.

Course Developer, Ranstad, Raleigh NC at Systech

- Developed instructor-led training in support of the NC MILES VIDCentral project for the NC DMV License and Theft Bureau.
- Learned software, studied functional specifications, identified learning objectives, and collaborated with developers and testers to determine course content. Wrote a detailed training guide and developed a visually appealing PowerPoint presentation.

Instructional Designer, Adecco, RTP NC at QBE FIRST

- Designed and developed e-learning training modules using Captivate. Worked with stakeholders to perform needs analysis and Subject Matter Experts to determine course content and to develop learning objectives. Developed assessments to test learners' progress. Selected graphics and created self-paced learning for onboarding new employees.
- Edited and revised technical users' guides.

- 2010 - 2011** **CSC, Raleigh NC, *Instructional Designer/Training Specialist***
- Designed and developed instructor-led training and e-learning training modules in support of the replacement North Carolina Medicaid Management Information System using Captivate, Camtasia, and the Skillport LMS. Created and edited video and audio.
 - Served as the LMS administrator for the team, publishing the final course materials to the portal.
 - Conducted technical training courses including lectures, hands-on sessions, exercises, and demonstrations.
 - Developed onboarding material and developed “how to” guides on training tools.
- 2007- 2010** **Consulting Work**
- Served as Project Manager for a major renovation of a circa 1900 farmhouse. Planned work, hired and supervised subcontractors, tracked supplies, and ensured quality of work.
 - Researched and developed supplemental text for my great-grandfather's memoirs.
- 1990 - 2007** **SAS Institute, Cary NC, *Product Project Manager, 2005-2007***
- Developed and tested step-by-step installation instructions for software products.
 - Coordinated and oversaw the development and maintenance of detailed software release processes across multiple departments.
 - Managed the process for gathering and documenting the requirements for a new source code build system. Worked with stakeholders and subject matter experts to assess impact of new build system on software releases.
- SAS Institute, Cary NC, *Instructional Designer/Project Manager, 1995-2005***
- Designed and developed technical course materials for instructor-based, public classes for multiple enterprise-level products. Worked collaboratively with subject matter experts, including instructors, sales staff, and software developers to determine audience profile and course content, learn software, develop examples and exercises, and write courseware.
 - Implemented and managed Project Office to transform department from function-based to project-based. Developed and implemented new procedures and worked with key stakeholders to transition department to new tools and processes.
 - Managed course development projects. Initiated projects, developed and maintained project schedules, identified learning objectives, communicated project information, coordinated project development tasks, and ensured quality of deliverables.
 - Streamlined and standardized project management practices by developing and documenting processes for initiating and managing course development projects.
 - Wrote user’s guide for internal course scheduling software.
 - Co-authored three articles on the SAS/ACCESS interface to the IMS-DL/I database for *Observations*, SAS Institute’s technical journal.
- SAS Institute, Cary NC, *Technical Writer, 1990-1995***
- Documented the SAS/ACCESS interface to database management systems.
 - Improved quality of Institute documentation by training writers and editors how conduct usability testing of their own documentation.
 - Increased the quality of SAS/ACCESS documentation by developing, planning, and administering a usability test of introductory and tutorial information.
 - Co-authored *Observations* article on data warehousing.
- 1987 – 1990** **SEI Information Services, Cary NC, *Technical Writer***
- Coordinated and monitored the efforts of a project team responsible for documenting a LAN management product.
 - Designed, researched, and wrote documentation set for point-of-sale software product.
 - Co-authored system administrator’s guide for networking software.

EDUCATION

Duke University, Durham NC, *M.A. in Liberal Studies*

Durham Technical Community College, Durham NC, *Certificate in Software Technical Writing*

Guilford College, Greensboro NC, *B.S. with Honors in English and Biology*

COMMUNITY ACTIVITIES

Board member:

- Durham Farmers' Market Board of Directors
- Durham County Animal Control Advisory Board (Chair)
- NC Task Force to Abolish Animal Fighting

Recipient of the Durham InterNeighborhood Council Hero award.