

KRISTIN FIORE

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PROFILE

Instructional designer well-versed in writing and web design. Proven success building blended-learning curricula that incorporate hands-on simulations, interactive self-guided walkthroughs, web-based courses, and job aids. Excels in high-pressure projects with shifting, ambiguous requirements and compressed deadlines.

SKILLS

- Process change and software training
- ADDIE / adult learning methodology
- Training course presentations
- Team leadership and coordination
- Captivate, Articulate/Engage, Photoshop
- Excel, Word, PowerPoint, MS Project, Visio, SharePoint, Expression Design
- Dreamweaver, HTML, CSS, XML, XSL

EXPERIENCE

Microsoft

Issaquah and Redmond, WA | 3/2010 – present

Instructional Designer

- Create Captivate- and Articulate-based e-learning courses for global Partner audience.
- Developed and delivered instructor-led and web-based training for Xbox Live's new business-wide software system and 90+ percent change in processes.
- Created process guides, simulated walkthroughs, and job aids to enable self-directed training for international, cross-functional audience. Onboarding package provided 50+ hours of autonomous training formerly done by SMEs.

Boeing

Seattle, WA | 7/2006 – 2/2009

Instructional Designer

- Led award-winning multi-state team and cut course development time by 70 percent to meet First Flight deadlines for several aircraft. Team produced 15 instructor-led and web-based courses, including supplementary materials and feedback analysis.
- Wrote and presented team charter, winning support of Flight Test VP and his leadership team. Developed needs analysis, evaluation strategies, and follow-on training plan.
- Disseminated critical, implicit knowledge of senior engineers through train-the-trainer sessions, team web site, Wiki, and Community of Practice.

IT Compliance Institute

Seattle, WA | 11/2005 - 5/2006

Editor

- Wrote and edited news summaries and full-length articles on corporate governance and compliance from an information technology perspective. Created weekly e-newsletter.
- Mentored freelance writers and developed compliance-related regulations database.

Independent Contractor **Chapel Hill, NC & Seattle, WA | 1/2005 - 11/2005**

Web Designer, Writer

- Created business web sites and content using CSS, XML, HTML, JavaScript, Dreamweaver and proprietary software.
- Authored 230 extended artwork abstracts for Phaidon Press' *Art & Electronic Media*. Compiled 350+ source online bibliography on interdisciplinary collaboration for Art History professor at Duke University.

UNC Chapel Hill

Chapel Hill, NC | 8/2002 - 5/2004

Instructional Designer, Various

- Produced online software training manuals and taught classes for Dreamweaver, Final Cut Pro and Photoshop. Proactively initiated custom curriculum based on student needs.
- Led creation of online digital archive for National Endowment for the Humanities Chair.
- Analyzed and resolved academic research queries as reference librarian.

Laguna Art Museum

Laguna Beach, CA | 8/2001 - 7/2002

Editor, Writer

- Edited exhibition catalogs; wrote fundraising letters, press releases, ads and wall panels.
- Researched artists and contextual background for upcoming exhibits.

Winfire DSL

Newport Beach, CA | 1/2000 - 3/2001

Instructional Designer

- Created 300+ page technical support web site, installation guides and training manuals for Customer Service Call Center and advanced Tech Support Team.
- Wrote customer service e-mail responses for web site and answered technical questions.

LA Weekly, freelance

Los Angeles, CA | 5/1995 - 1/2001

Journalist

- Researched, fact-checked and wrote several articles on the arts, health and business.
- Provided research for professors at UCLA and primary book research for many authors.

EDUCATION and HONORS

Masters in Library Science. University of North Carolina at Chapel Hill.

Focus: online and technology-enhanced learning and research

Prague, Czech Republic. Charles University. Fall semester abroad.

BA in Art History. University of California at Los Angeles.

UCLA Honors: College Honors; California Collegiate Award for Arts Writing.