

KRISTIN FIORE

Seattle, WA

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ELEVATOR PITCH

Instructional designer with 11 years' success creating and delivering online, classroom, and blended courses. Using ADDIE and rapid e-learning models, I build training that is job-relevant, accurate, and interactive for pros with packed agendas. Highlights include meeting 13-course deadline despite 70% schedule reduction at Boeing, and increasing course approval rating 17% within 18 months at Microsoft. Several years in journalism and web design. I keep a Zen-level calm navigating slashed schedules and growing scope, and a dry wit in my invisible fanny pack.

TECH SPECS

Expert: Storyline 3, Captivate 8, Cornerstone LMS, Camtasia, Final Cut Pro, Audacity (various audio + video editing), Photoshop, Presenter, Quizmaker, SharePoint, Office Suite, Dreamweaver, HTML

EXPERIENCE

Instructional Designer 8/2018 – present
Microsoft, Redmond, WA

- Work with subject experts to develop industry deep-dive courses for Microsoft sales teams.

Instructional Designer, Web Designer 9/2015 – 7/2016, 01/2017 – 10/2017
Independent Contractor, Seattle, WA

- Augmented new employees' success with classroom and online training. Facilitated classes.
- Increased online visibility by designing company websites using Dreamweaver and hand coding.

Salvation Army (FYI) – See Volunteer Section 7/2016 – 12/2016

Instructional Designer 3/2010 – 8/2015
Microsoft, Redmond, WA

- Raised approval from 75% to 92% for New Hire and Ongoing Training for more than 300 Microsoft Partner agents worldwide. Increased satisfaction through interactive demos, top call driver scenarios, and job aids. Created or gave 90% facelift to over 25 new hire courses.
- Developed wide-ranging courses, including process change management, complex proprietary software, new business programs, and soft skills. Managed courses in LMS. Trained trainers.
- Initiated collaboration with engineers, SMEs, and business managers to increase visibility of training need, scope, and schedule. Resulted in better leverage and request response rate.
- Effectively facilitated complex courses for Xbox business changes with only two days' warning.

Lead Instructional Designer 7/2006 – 2/2009
Boeing, Seattle, WA

- Cut team's course development time by 70% to meet test deadlines for several aircraft.
- Won support of Flight Test VP and leadership by writing and presenting training team charter. Mentored new team in course development software, content standards, and communications.

- Saved time and resource creation by initiating inter-departmental trainer collaboration.
- Achieved compliance and captured wisdom of senior engineers through train-the-trainer sessions, brown bags, and online resources.

Editor 11/2005 - 5/2006

IT Compliance Institute, Seattle, WA

- Helped increase website traffic 20% by writing and editing articles on corporate compliance.

Web Designer 1/2005 - 11/2005

Independent Contractor, Chapel Hill, NC & Seattle, WA

- Created business web sites using CSS, XML, HTML, JavaScript, and Dreamweaver.

Instructional Designer, Web Designer 8/2002 - 5/2004

UNC Chapel Hill, Chapel Hill, NC

- Enhanced student success with online manuals and live classes for Dreamweaver, Final Cut Pro, and Photoshop. Initiated custom curriculum based on student needs.

Editor, Writer 8/2001 - 7/2002

Laguna Art Museum, Laguna Beach, CA

- Reduced curator tasks by editing exhibition catalogs, writing fundraising letters and press releases, and researching artists.

Instructional Designer, Technical Writer 1/2000 - 3/2001

Winfire DSL, Newport Beach, CA

- Enhanced Call Center and Tech Support Team competence by creating 300+ page TechWeb support site, installation guides, and training manuals. Answered email support queries.

Journalist 5/1995 - 1/2001

LA Weekly & freelance, Los Angeles, CA

- Researched, fact-checked and wrote several articles on the arts, health and business.

VOLUNTEER

- PACT for Animals, 7/2018 to present. Coordinating efforts in greater Seattle area for non-profit that fosters pets of those in need during military deployment or long-term hospital stays.
- Salvation Army, Seattle, WA, 7/2016 – 12/2016. Full-time. Mastered every position in donation processing. Coordinated breakfasts for women's shelter. Navigated rat droppings.
- Purrfect Pals, WA, 1/2006 – 11/2015. Cat adoptions, annual live auction lead (\$250k profits).
- Hospice volunteer through Evergreen Hospital, Kirkland, WA, 2011 – 2014.

EDUCATION

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

Focus: online learning and research.

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

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