



CHRIS

TECHNICAL WRITER & TRAINER

SIGNATURE SKILLS

Technical Writer
Technology Trainer
Training Manager
Instructional Designer
Facilitator, On-Site & Virtual
Technology Support

TECHNICAL ACUMEN

Atlassian Confluence
iManage
Microsoft 365
Microsoft OneDrive
Microsoft SharePoint
Microsoft Visio
NetDocuments
Simplr by Salesforce
Slack
Snagit
Symphony



CAREER OVERVIEW

Chris has over 20 years of experience in learning and development, specializing in technical writing, training, and training management. He routinely works alongside team members of all roles and responsibilities to achieve project success, stakeholder buy-in, and, ultimately, customer satisfaction.

Throughout his career, Chris understands the importance of being adaptable to meet the needs of clients across diverse business sectors and he strives to make his contributions and content beneficial and lasting to the organization.



CAREER HIGHLIGHTS

- Designed, developed, and maintained learning materials and digital content.
- Years of impactful technology trainings in both classroom and virtual settings for audiences large and small.
- Provided 1000s of hours of continuing-education trainings to business professionals on Microsoft Office, document management, and other essential COTS applications.
- Served as lead trainer for high-profile software migrations and rollouts.
- Served as lead trainer for standard new-employee onboarding.
- Served as lead trainer for analyst and associate induction programs for several multi-national legal and financial-services firms.
- Served as lead trainer for white-glove onboarding, training, and support for partners, senior executives, and VIPs.
- Provided high-level training and just-in-time support to Help Desk and Word Processing departments.
- Devised methods and campaigns to expand how learning content reaches customers through both practical and innovate means.
- Collaborated with department managers, project leads, and SMEs to create communications, customer outreach initiatives, and training resources.
- Conducted needs assessments and developed and implemented training strategies.
- Supervised teams of trainers on several high-profile projects.
- Evaluated the efficacy of training programs, provided recommendations for improvement, and implemented necessary change.
- Recipient of the Supreme Court of the United States Award of Excellence



INDUSTRY EXPERIENCE

Banking
Corporate
Federal Government

Financial Services
Legal