

# **ROBIN C. DONNAN**

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## **PROFESSIONAL OBJECTIVES**

Help companies accomplish their business goals through the identification, design, and development of effective learning and performance improvement solutions. Continue to accomplish this objective by: (1) providing clients with superior service and solutions; (2) maintaining a reputation for consistently high levels of quality and responsiveness; (3) designing and developing creative technology, self-paced, and classroom delivered performance solutions; (4) providing timely solutions at competitive prices, maintaining reputation for on-time and within-budget delivery; and (5) fostering long-term working relationships, both with valued clients and respected peers.

## **KEY QUALIFICATIONS**

- 20 years of instructional design experience, including almost 15 years of technology-based training.
- Ability to "take charge" of a complex situation, come up to speed quickly, organize and manage the various components, and produce quality training programs.
- Knowledge and proven application of adult learning needs and instructional design theory to a variety of content areas, instructional approaches, and media implementations.
- Ability to deal effectively with all levels of personnel in a variety of environments and industries.

## **PROFESSIONAL EXPERIENCE**

- Performance Associates, Inc.**, 1995 - Present

**POSITION:** President and Instructional Design Consultant

**ACCOMPLISHMENTS:**

- ✓ Designed and managed e-learning courseware, simulations, product knowledge e-learning, and help systems for Accenture, Abbott Labs, Armour Swift Eckrich (ConAgra Foods), Equity Office Properties McDonald's Corporation, and United Airlines. Project for McDonald's was an internal company award-winner. This and other training initiatives with Equity Office Properties merited a ranking as their training department's #1 consultant.
- ✓ Responsible for instructional design and project management for numerous learning and performance improvement solution projects for above clients plus RR Donnelley, Northern Illinois Gas, Suburban Library System, and Methodist Hospital.

- Arthur Andersen & Co.**, 1993 - 1995

**POSITION:** Education Manager

**ACCOMPLISHMENTS:**

- ✓ Responsible for the training curriculum for the Litigation Services practice of AA&Co. This included responsibility for the training of almost 600 Litigation Services practitioners with an 18-school curriculum, management of a \$1.5MM training budget, educational consultant to the Training Advisory Committee composed of 5 practice-leading Partners, and leadership of an 8-person instructional design and production team.

- Chemical Waste Management**, 1991 - 1993

**POSITION:** Technical Trainer

**ACCOMPLISHMENTS:**

- ✓ Responsible for the startup training effort for a new chemical waste treatment facility constructed in Hong Kong.
- ✓ Developed a methodology, approach, plan, and strategy for training design, development, and delivery in an international setting.
- ✓ In just 15 months created the necessary training materials for over 40 courses, totaling over 1000 hours of new training development.

**Andersen Consulting**, 1988-1991

**POSITION:** Experienced Senior Instructional Designer

**ACCOMPLISHMENTS:**

- ✓ Responsible for the design, development, and implementation of training programs for internal personnel.
- ✓ Developed various functional business content areas via the methods of computer-based training, role-playing, computer games, case studies, and client simulations as well as traditional lecture and discussion.

**EDUCATION**

Currently working on Ph.D. in Applied Management Decision Science, Knowledge Management; Walden University; expected completion 2011

Degrees held:

- M.S., Instructional Technology, Rochester Institute of Technology
- B.S., Audiovisual Communication, Rochester Institute of Technology

Additional education:

- Graduate-level multimedia development courses, San Diego State University
- Qualified Administrator of the Myers-Briggs Type Indicator
- 3-month Computer Based Training design assignment at Northwestern University's Institute for the Learning Sciences
- Continuing professional education in instructional design, supervisory skills, project leadership, presentation and facilitation techniques, and specialized software programs via conferences, seminars, local chapter meetings, and professional publications

**SOFTWARE PROFICIENCY**

- Expert: Microsoft Word, PowerPoint, Excel, Project, and Visio
- Also: Dreamweaver, Flash, RoboHelp, PhotoShop, Illustrator, PageMaker, Image Ready, Fireworks, Microsoft Access