

Elise Collins

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Summary

- A versatile and accomplished professional seeking new opportunities that capitalize on my ability to laisse between the technical and non-technical to develop custom support solutions

Key Differentiators

- 20 years of training and support experience in application development
- Awarded for innovation in eLearning implementation and project leadership
- Key technical advisor to both internal and external customers
- Recognized by peers as a self-driven and trusted source of support and solutions
- Creative and resourceful thinker providing result oriented solutions in system support, instructional design, and course implementation
- Sought after by Business Development team members as the go-to person for presales product demos and technical solutions

Career Accomplishments

SR. APPLICATION TRAINER - SR. INSTRUCTIONAL DESIGNER | NOVELLA CLINICAL A QUINTILES COMPANY | FEB 2009 - PRESENT

- Implemented WalkMe Application Support Solution
 - Recognized a knowledge gap between training completion and application use
 - Developed a business plan and convinced company Executive and System Development Team to support WalkMe solution
 - Worked with WalkMe CS and PS to develop initial product launch
 - Achieved WalkMe Builder Certification on first attempt
 - Provided a 13x Return On Investment(ROI) over first two years of WalkMe implementation
 - Continue to develop and maintain WalkMe content supporting internal system revisions
- Engineered System Solution
 - Developed and implemented company solutions for all major software implementations and updates
 - Led project teams through data integration and project team readiness across CTMS platforms
 - Provide Dev Op support for internal CTMS
 - Act as Tier 3 support providing custom solutions to both internal and external customers
- Implemented Premier eLearning Solutions
 - Converted Instructor Led Training (ILT) courses to eLearning which provided a scalable training solution to a global audience
 - Independently authored/produced over 23 unique system courses
 - Cross trained Trainers in eLearning design and production
 - Created solution to allow independent business units to capture project specific trainings for self-paced review
- Optimized Instructor Led Training
 - Redesigned New Hire Orientation reducing travel costs by over \$300,000 annually

- Recognized for collaboration and design of fit for purpose department orientation curricula with an average overall new hire improvement rating of 70%
- Reinvented system training process to provide just in time delivery
- Created efficiencies in training request process to increase execution from request to delivery

TRAINING SPECIALIST | INC RESEARCH | NOV 2006 – JAN 2009

- Implemented and supported first eLearning solutions
- Optimized New Hire Orientation for a more hands on approach

TRAINER / TRAINING MANAGER | COPERNICUS IRB | FEB 2006 – NOV 2006

- Developed and implemented New Hire Orientation program
- Implemented self-paced training solutions to remote board members

INDEPENDENT BUSINESS OWNER / MUTT CUTTS | APR 2003 – MAY 2005

- Designed, implemented and operated one of Raleigh’s first mobile grooming services

TRAINING MANAGER | ELECTRONIC DATA SYSTEMS / US POSTAL SERVICE CONTRACT | JUL 1997 – JUN 2003

- Provided training and helpdesk support and expertise to both internal and external customers
- Implemented self-paced and remote training solutions

HIGH SCHOOL TEACHER | RIVERSIDE HIGH SCHOOL | SEP 1995 – DEC 1997

- Taught Social Sciences Grades 9 – 12
- Coached Field Hockey club

Software

AUTHORING

- | | | |
|--------------------------|-------------------|-------------------------|
| • WalkMe Editor | • Snagit | • Adobe Premier Pro |
| • JQuery | • Camtasia | • Portrait Professional |
| • Microsoft Office Suite | • Adobe Captivate | • ProSho Producer |
| • Adobe Lightroom | • Adobe Photoshop | • Goldwave |

Education

BACHELORS OF ARTS | DEC 1992 | DOWLING COLLEGE

- Major: Secondary Education
- Concentration: Social Sciences
- Honors: Cum Laude
- Overall GPA: 3.75
- WalkMe Builder Certified (Aug2017)