

# Alan Barnard

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## INSTRUCTIONAL DESIGNER / TRAINING SPECIALIST

TRAINING MATERIAL DEVELOPMENT (ELEARNING/CLASSROOM) • INSTRUCTOR-LED CONVERSION TO INTERACTIVE MATERIAL • TRAINING NEEDS ANALYSIS • PROGRAM MANAGEMENT

Instructional designer specialist with over 30 years analyzing, consulting, designing, deploying and managing leading edge training projects for the corporate sector. Highly skilled in converting static material such as PowerPoint to interactive self-paced learning. Perceptive, creative and disciplined training professional, expert in tackling the complex challenges of driving continuous improvement. Outstanding record in identifying and analyzing uncertainties, risks and opportunities to provide the highest level of training satisfaction on a worldwide basis, applying realistic and imaginative solutions to suit individual situations. Advanced knowledge of eLearning solutions including Articulate Rise/Storyline, and Camtasia.

### PROFESSIONAL STRENGTHS INCLUDE:

- Content development – Multiple Modalities
- Curriculum Planning
- Training Needs Analysis
- Project Management (Traditional and Agile)
- Conversion to interactive eLearning packages
- Instructor-led and Remote Delivery Skills
- Performance Evaluations
- Global Team Management

### CAREER SNAPSHOT

HOUSTON AIRPORT SYSTEM <i>Curriculum Designer</i>	10/20 – Present
DELL TECHNOLOGIES <i>Senior Technical Training Consultant</i>	12/14 – 09/20
PLAN B TRAINING <i>Owner / CEO / Senior Instructor / Developer</i>	08/00 – 12/14
RADIANT KNOWLEDGE SYSTEMS (UK) <i>Instructor / Developer</i>	05/99 - 08/00
IBM UK / SOUTH AFRICA / MIDDLE EAST <i>Technician / Training Manager / Instructor</i>	11/85 - 05/99

## PROFESSIONAL EXPERIENCE

### HOUSTON AIRPORT SYSTEM

2020 - Present

#### CURRICULUM DESIGNER

Designing a new curriculum based on the WHO Hiring Method. Working with senior executive staff to analyze, develop and roll out a self-paced interactive training package using Storyline to provide a standardized course to aid all hiring managers across Houston's airports.

### DELL TECHNOLOGIES

2014 - 2020

#### SENIOR TECHNICAL TRAINING CONSULTANT

Worked with Dell Technologies Education Services division providing support for the global training team, course development of server, client and system management products plus operational tasks such as course material storage, testing and courseware formatting.

- Developed, implemented, and oversaw communication strategy for various global audiences.
- Provided direction and vision for project prioritization.
- Auditing and translation management.
- Courseware analysis and development.
- Worked with development teams, project managers and stakeholders to investigate scope for new courses taking into account course objectives, budget, timeframe, student knowledge levels and equipment requirements.
- Provided Train-the-Trainer (TTT) event for instructors.
- Worked with external publishing company to upload, proof read and publish training material and ensure that material can be ordered on a worldwide basis.
- Developed version control to be used on a global basis.
- Worked with Infrastructure team to both ensure that equipment was operational and also to be the project lead in monitoring the resolution of any issues that affect customer courses.
- Point of contact for global instructors and global leads who require assistance for any courseware related issues plus when normal procedures fail.
- Experienced with AGILE design processes, SCRUM Master roles, adult learning best practices, Xyleme, Camtasia, Storyline, Quizmaker, MS Office products and On-Demand simulation and video creation.
- Expert in assessment question writing workshop.
- Received Dell Gold Award for excellence.

### PLAN B TRAINING, HOUSTON, TX

2000 to 2014

#### OWNER / CEO / SENIOR INSTRUCTOR / DEVELOPER

Founded Plan B Training to provide an excellent training experience for clients, on time and within budget.

- Worked with Dell Educations Services (DES) in USA, Dell Technical Training Services (DTTS) and New Product Introduction (NPI) in Europe, Middle East and Africa (EMEA).
- Heavily engaged in several new product rollouts across EMEA.
- Developed and delivered Train-the-Trainer courses for all of the above classes, supporting trainers to delivery material on a worldwide basis.
- Consistently requested to develop custom courseware and deliver classes on global customer sites.
- Liaise closely with Technical Support to ensure courseware is accurate and appropriate.
- Instructor of choice for many companies including ExxonMobil and NATO.
- Provided Boot camp training to major US customer, working alongside their marketing team to deliver a seamless solution.

**RADIANT KNOWLEDGE SYSTEMS (UK), BRACKNELL, UK**

1999 to 2000

Instructor / Developer

Recruited by this company to strengthen their team and become a key member of a team working on a major project with a worldwide IT company.

- Key to the design, development and rollout of a new training initiative (DTTS) across Europe.
- Assisted in developing hardware maintenance programs for products in the USA for the training of Europeans on emerging technology.
- Assigned sole responsibility to maintain courseware database, plus auditing, tracking and scheduling maintenance on training equipment.
- Formulated transitional training for the existing users, and presented Train the Trainer sessions.
- Senior instructor for the rollout of new product training for Videoconferencing products, travelling to the USA to strengthen my knowledge on new technology and then deliver that training to multiple clients.

**IBM, UK / SOUTH AFRICA / MIDDLE EAST**

1985 to 1999

Technician / Training Manager / Instructor

Started with IBM UK as a field technician, but quickly became a mentor to other technicians, especially new hire people. Moved to an instructor role and taking responsibility for key product training on a European basis. In South Africa and was the training manager / instructor for the whole of the African continent gaining essential experience in dealing with different cultures before taking the same role with IBM in Dubai, responsible for the training program across the entire region stretching from Pakistan to the east to Egypt to the west

- Performed analysis, design and implementation of technical training solutions that covered numerous countries across the Middle East.
- Worked directly with foreign governments and major industrialists to design, develop and deliver training programs on time and under budget.
- Analyzed, developed and implemented training policies and procedures including instructor guidelines, course restructuring procedures, equipment ordering and installation, safety procedures and training schedules.
- Developed and implemented a training program in South Africa to enhance the Engineering team's skillset.
- Instrumental in forming the foundation team for IBM's PC Institute.
- Created a unified technical support team and increased the support team volume by 300%.
- Successful in identifying training needs in the South Africa by implementing new training strategies.

**VOLUNTARY ROLES**

- Trained as a Psychological First Aid (PFA) volunteer to provide vital aid to disaster victims across the United States and beyond as a first responder.
- Worked with the Houston Ground Angels (part of the Angel Flight organization) to provide transportation for cancer patients between Houston medical district and airports / airfields to meet commercial aircraft and Angel flights.