

# TIFFANY S PIERCE

TRAINING MANAGER | INSTRUCTIONAL DESIGNER | CHANGE MANAGEMENT SPECIALIST  
TECHNICAL WRITER | HOMESCHOOL ENTHUSIAST | MARATHONER



[TIFFANYSPIERCE@GMAIL.COM](mailto:TIFFANYSPIERCE@GMAIL.COM)

+1 443 695 1418

/IN/TIFFANYSPIERCE

*New York City, NY*

“...by changing nothing, nothing changes. Live w/ passion.”

## EXPERIENCE

### TRAINING MANAGER INSTRUCTIONAL DESIGNER

ZTek Inc

New York, NY  
2018 – Present

• Client:

**THE NATURE'S BOUNTY COMPANY**

**Responsibilities:** Create a training plan and strategy for user groups, timing of training and approach to training for business processes and application support of project Go-Live of consolidation of Demantra, an Oracle product for Supply Chain enterprises.

Develop training curricula and plans for "Train the Trainer" and End-User training and create hypercare strategy using Kirkpatrick's Training Evaluation Level Model.

Create training material content which consists of user guides, quick reference guides, participant manuals, job aids, training scenarios, end user learning manuals and exercises with the incorporation of eLearning training modules and videos uploaded in Cornerstone LMS.

Create training repository, perform post-training knowledge checks and assessments and capture end user feedback on application use. Plan and deliver end-user support webinars for FAQs during hypercare.

Communicate and own training reports on a weekly basis with internal, project, and stakeholder team on progress of training project. Work in tandem with Change Management.

### HOMESCHOOL AND TRAVEL

New York, NY  
2017 – Present

It is important to take time to value life, family, and implement the foundation in which you want to create impact within the world.

### INTERACTIVE DEVELOPER

NTT Data

New York, NY  
2016 – 2017

• Client:

**NEW YORK CITY DEPARTMENT OF EDUCATION (NYCDOE)**

**Responsibilities:** Developed a web-based end to end SESIS interactive training tool including all end-user functions in SESIS.

Enhanced SESIS by utilizing video, digital media and animation tools to enhance the SESIS learning environment for end-users.

Utilized combinations of interactive development tools such as PowerPoint, Photoshop, Captivate, Articulate and/or Flash to enhance SESIS Implementation and training materials.

Reviewed, evaluated and recommended modifications to existing SESIS training programs and materials.

Continued development and modification of the SESIS SharePoint site and created wireframing and maintain SESIS Wiki and LMS.

## EDUCATION

### MAT, Art Education & Curriculum Design (Masters)

Maryland Institute College of Art, 2007  
Baltimore, MD

### BA, Art & Art History (Bachelors)

Spelman College, 2004  
Atlanta, GA

## TECHNICAL SKILLS

- ✓ Adobe Captivate
- ✓ Oracle Primavera and Demantra (Contract, Project Manager, & Supply Chain Manager)
- ✓ Adobe Pro
- ✓ Camtasia & Lectora
- ✓ Adobe Presenter
- ✓ Articulate Rise, Storyline & Visio
- ✓ Zoom, Adobe Connect, WebEx
- ✓ Adobe Photoshop, Illustrator, InDesign
- ✓ CloudApp
- ✓ Snagit
- ✓ Cornerstone LMS
- ✓ MO Suite & SharePoint
- ✓ Kahoot
- ✓ SmartBoard

## OVERVIEW

**Experienced in** facilitation of training sessions, data analysis and evaluation in **ILT, CBT, WBT, interactive quizmakers and multimedia development.**

**Possess strong organizational & PM skills** in multiple design and project development.

**Seek to train, investigate, collaborate with SMEs, master new publishing software tools and creatively author** manuals, quick reference guides, day in a life, work instructions, workbooks and related training material quickly and effectively.

**Regarded for a committed work ethic, meticulous attention to detail, analytical skills** and ability to interact effectively with people from diverse backgrounds.

## GLOBAL LEARNING & DEVELOPMENT SPECIALIST

COLLABRA

New York, NY

2015 – 2016

- Client: **AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL**
- Responsibilities:** Scheduled and coordinated global learning solutions, including training workshops, webinars and other learning events. Secured dates, manage course schedules, conduct pre and post training debriefs with training vendors or internal training resources, and be creative with marketing learning programs.

Led strategic design and development projects relating to L&D. Created cutting best-in-class blended learning curriculums, integrated latest thinking on learning best practices as well as integrating with full capabilities of our LMS.

Utilized new learning methods such as gamification, badging, business simulations and social, collaborative learning techniques as part of design and development and ongoing management of learning, in line with learning culture and L&D strategy

Managed L&D vendors, including selecting assessment and onboarding of new suppliers, establish Statements of Work, worked with legal, procurement and finance teams, established strong working relationships with vendors and internal partners

Ongoing external benchmarking and establishing a best-in-class approved supplier list for external Learning & Development Vendors

Established internal processes for training course management and learning events, reference guides, and implement end user training manuals.

## TECHNICAL TRAINER

CCN Resources

New York, NY

2012 – 2015

- Client: **NEW YORK CITY SCHOOL CONSTRUCTION AUTHORITY**
- Responsibilities:** Designed, documented, delivered and improved Oracle Primavera and inhouse software applications training programs to a wide range of end users with various responsibilities and skill levels using information mapping software and techniques. (Such as FS Pro)

Coordinate training events, schedule training sessions, coordinate classroom logistics. Design, develop detailed Camtasia and Adobe Captivate animated modules, quick reference guides.

## INSTRUCTIONAL DESIGNER

AEYA - Art Education for Young Audiences

New York, NY

2009 – 2012

- Use basic Adobe Flash, Adobe Captivate, Camtasia and Articulate to develop K-12 training documentation
- Create Arts Technology and Gaming Strategy integration with core subjects to meet **new Common Core Standards**
- Develop and integrate E-learning curriculum and CBT & WBT material for community arts and cultural organizations.
- Provide train-the-trainer Arts & Digital Media Integration Education to District of Columbia and New York City certified educators.
- Create evaluations and conduct training needs analysis and gap analysis
- Converts rough draft documentation into usable marketable content and material
- Create training materials and maintained training statistics
- Deliver in-class and web-based training sessions

## PROFESSIONAL HONORS

- Trainer of the Month
- Who's Who Among Executive and Professional Women in Teaching and Education
- Peace Corps Nominee
- International Honor Society

## FUN FACTS

- Ben & Jerry's Ice Cream Fanatic
- Neighborhood Art's Studio Owner  
[TheArtTableStudio.com](http://TheArtTableStudio.com)
- I LOVE the sun!
- Animated and Energetic
- Super Organized
- Extremely corny
- Obsession with designing
- I love bringing out the best in others and problem-solving!

## PROFESSION STATS

- Founding Learning & Development Specialist for American Express Global Business Travel (GBT) to brand LMS with bite-size learning content
- Curated, sourced, developed over 25 virtual training courses
  - 2019 – 75+ employees
  - 2016 – 263+ employees
- Over 18,394 learning content videos have been viewed by employees from my curation of just right, bite-size training
- Created over 500 slides of training material in less than 3 days for stakeholder review for a fixed timeline project

## INSTRUCTIONAL CURRICULUM DEVELOPER

Ron Les, LLC

New York, NY

2008 – 2012

**Client:**

### INTERPUBLIC GROUP

**Project:**

IPG is a holding company with approximately 100 advertising agencies. They rolled out SAP to all of their agencies. The agencies need to know how to work with Purchase Orders, enter time for their time sheets, and generate reports in Business Warehouse (BW) etc. The challenge is that each agency used the system differently.

**Responsibilities:**

Communicated with SAP SMEs to produce simulated documentation. Developed all the required SAP training documentation, work instructions, and reference materials for the biggest agency's (Deutsche, MediaBrands and McCann Worldwide)

**Client:**

### ESTEE LAUDER

**Project:**

Suppliers that provide the materials to create products to Estée Lauder Company (ELC) began using a web-based system to place bids, create Purchase Orders, Shipping Notifications and generate reports (ex; How to generate a report that showed the amount of open PO's).

**Responsibilities:**

Used Power Point and Adobe Captivate to develop training documentation and simulations.

## MAJOR RACES

- New York City Marathon
- Super Spartan Race Tri-State New Jersey
- Spartan Sprint West Point
- Brooklyn Half Marathon
- Bronx 10 mile
- Manhattan Half Marathon
- and more...

## INSTRUCTIONAL DESIGNER

AEYA - Art Education for Young Audiences, now The Art Table Studio

New York, NY

2009 – Present

- Use basic Adobe Flash, Adobe Captivate, Camtasia and Articulate to develop K-12 training documentation
- Create Arts Technology and Gaming Strategy integration with core subjects to meet **new Common Core Standards**
- Develop and integrate E-learning curriculum and CBT & WBT material for community arts and cultural organizations.
- Provide train-the-trainer Arts & Digital Media Integration Education to District of Columbia and New York City certified educators.
- Create evaluations and conduct training needs analysis and gap analysis
- Converts rough draft documentation into usable marketable content and material
- Create training materials and maintained training statistics
- Deliver in-class and web-based training sessions

## CURRICULUM DEVELOPER & TRAINER

DC Preparatory Academy, K-12 Education

Washington, DC

2009 - 2011

- Developed & implemented vertical & laterally aligned K12 standards & curriculum in technical language
- Created integrated curricular with SMEs & exhibited student digital technical media videos with DC Commission on the Arts and Humanities.

## ART DIRECTOR

Oak Hill Academy, K-12 Education

Laurel, MD

2007 – 2009

- Created & designed founding technology and art program using digital & multi-media ADDIE training material for cross-departments and federal government employees working for District of Columbia's committed & detained males. Population size 150+.
- Developed marketing, which including bringing Maya Angelou and Marian Wright Edelman, Founder of the Children's Defense Fund, to campus for forums & media relations, along with other celebrities
- Proven business communication skills to establish partnerships with the Mayor of Washington, DC, Adrian Fenty and the DC's Director of Youth and Rehabilitative Services (DYRS), Vincent Shiraldi
- Talented instructional designer, technical writer, editor and E-learning implementation (ILT, WBT/CBT)