

Luke

Twardowski

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SUMMARY

Instructional Designer, Courseware Developer and Technical Trainer experienced with creating live curricula and interactive e-Learning content that transform business professionals into top-performing employees. Skilled manager of all parts of the training lifecycle.

SKILLS

- Instructional Design
- ADDIE, SAM, Agile Course Development
- Adult Education
- Needs/Gap Analysis
- Project Management
- Adobe Captivate
- Articulate Storyline
- LMS Management
- SharePoint Management
- Adobe Photoshop
- Adobe Premiere Pro
- Adobe Audition
- Camtasia
- Software Testing
- WordPress
- Team Lead
- Supervision

TYPICAL PROJECTS

- Interactive Software Simulations
- Instructor Led Courses
- Product Documentation
- End User Training
- New Hire Onboarding
- Job Aids and Quick Guides
- Corporate Reporting
- Project Management
- Video Production

EDUCATION

- M.S. Instructional Design & Technology, Walden University - 2018
- B.S. Adult Education, Bellevue University – 2013

PROFESSIONAL EXPERIENCE

MITEL (previously SHORETEL) | Austin, TX

Senior Course Developer | May 2015 - Present

- Conduct training needs analyses and recommend training approaches
- Design and develop courses, curricula, and academies for partner community
- Develop training materials
- Collaborate with SMEs on soft skills, sales, and technical training content
- Manage Absorb 5 LMS
- Create E-learning content using Captivate and Articulate 360
- Evaluate course, curricula and academy content – make recommendations for improvement
- Update courses as content becomes outdated/replaced
- Produce training videos
- Develop internal courses and curricula

SELF-EMPLOYED | Austin, TX

Instructional Designer and Course Developer | December 2006 - Present

- Consult on Instructional Design projects for various customers
- Create self-paced training content as defined by customer request
- Review training content and make recommendations for improvement
- Update training content for various industries

SIEMENS WIND POWER | Houston TX – Orlando Florida

Instructional Designer/Project Manager | August 2011 – May 2015

- Sole instructional Designer for Siemens Wind - North and South America
- Developed and instructed entry-level and advanced curricula
- Interface for operational workforce and senior management
- Clarified training requests to meet customer demand by conducting needs analyses and evaluating existing training packages
- Managed course development projects - certified Siemens' Project manager through the PM@Siemens program
- Conducted in-house technical and sales customer training
- Collaborated with global team to develop the Service Site Manager Training for Region Americas component of the Operational Leadership Course – planned, coordinated and conducted train the trainer sessions

BAE SYSTEMS IT/SGIS | Biloxi, MS

Senior Technical Trainer/Course Developer | May 2006 – May 2011

- Led development teams of military and civil service personnel on multiple IT courses
- Developed course materials for DoD GCCS courses
- Conducted classroom instruction for Systems Administration and Database Administrator courses
- Evaluated instructor performance – provided feedback to enhance instructor skills

UNITED STATES AIR FORCE | Cheyenne, WY – Biloxi, MS

Instructor – Staff Sergeant | May 2003 – October 2006

- Instructed tactical communication courses
- Developed educational instructions, lesson plans, student materials, and measurement devices
- Evaluated student performance, administered knowledge and performance evaluations, counseled students, and managed student records

Maintenance Technician and Controller – Senior Airman | September 1999 – May 2003

- Coordinated repair actions between civilian contract agencies and eight production work-centers
- Squadron Training monitor –coordinated and scheduled training activities provided by outside organizations