

ERICA M. INGE
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TRAINING DEVELOPMENT AND DELIVERY

- Analyzed existing instructor-led courses for feasibility of transition to an online environment.
- Collaborated with an eLearning design team to convert courses to online training including designing interactivity appropriate to course content.
- Developed, wrote and edited course content for classroom and web-based training.
- Created innovative and entertaining course activities for classroom training using Microsoft PowerPoint.
- Developed a style guide for training materials, newsletters and help system for Virginia's Statewide Automated Child Welfare Information System (SACWIS) project.
- Edited and created topics for the help component of the SACWIS system.
- As part of a 15 member training team, delivered training on a resume processing system and other human resources software products to a national bank's multi-state human resources department.
- Designed and developed training manual for migration from a mainframe based email product to Lotus Notes.
- Created user and configuration documentation for open source software products.

LEADERSHIP AND TEAM WORK

- Through master's degree coursework acted as internal consultant to help a client identify solutions to a complex training scheduling problem. As a team member of an external consulting group assisted an aggregates company headquartered in Virginia with identifying the level of employee engagement.
- Led a training team during a contract extension to instruct newly hired social workers. Acted as a liaison between the client and training staff.
- Assisted members of training team in understanding training materials and software. Provided continuous support and guidance on system usage.
- Consulted with subject matter experts to generate training plans, tutorials and best practice concepts for statewide systems training.
- Administered a resume and applicant tracking application for a mid-sized regional bank. Customized user interfaces to collect additional data required by the business. Supervised imaging team.
- Worked in partnership with other members of HR department to create process improvement efforts to streamline workflow processes, as well as to centralize, reduce complexity, and ensure accuracy of HR-IS data.

TECHNICAL SKILLS

- Basic skills in Adobe Dreamweaver, Flash and Photoshop, Microsoft Visio and audio editing software
- Expert skills in Microsoft Office 2003/2007
- Articulate Presenter and Engage
- Web 2.0: Wordpress blog software, Wetpaint and PB wikis
- Basic skills in RoboHelp and HTML Help Workshop
- Snagit 9
- Adobe Acrobat Professional

WORK EXPERIENCE

- March 2005-Present** **Curriculum Developer, VISSTA**
Virginia Commonwealth University, School of Social Work
The Virginia Institute for Social Services Training (VISSTA) is a joint project between the School of Social Work and the Virginia Department of Social Services.
- April 2003-January 2005** **Writer/Product Manager**
Protodesign LLC
A family-owned business specializing in software development.
- January 2001-December 2004** **Part-time Trainer/Technical Writer**
November 1998-October 2000 **Team Leader/Technical Writer/Trainer**
Ciber, Inc.
On assignment with the Virginia Department of Social Services to provide SACWIS training to more than 2,500 social workers throughout Virginia
- March 1998-November 1998** **Human Resources Project Specialist**
First Union National Bank
- June 1994-March 1998** **Network Information Support Specialist**
Signet Banking Corporation

EDUCATION, CERTIFICATION AND MEMBERSHIPS

- May 2009** **Master of Education, Adult Learning-HRD concentration,**
Virginia Commonwealth University
Coursework included: program planning, adult learning theories, organization learning, human resources overview, change strategies, action learning, consulting skills, research and evaluation methodologies and adult development.
- January 2006** **Certified Instructional Designer, Darryl Sink and Associates**
- May 1990** **Bachelor of Arts, English, Mary Washington College**
- Academy of Human Resource Development**
American Society for Training and Development