

PROFESSIONAL SUMMARY

Detail-oriented technical trainer with experience designing and delivering technical learning programs for IT teams and software users. Adept at simplifying complex concepts, developing e-learning solutions, and improving onboarding efficiency in fast-paced environments.

EDUCATION

Bachelor of Science in Information Technology

San Francisco State University | San Francisco, CA | 2015

CompTIA CTT+

2024

AWS Certified Cloud Practitioner

2023

SKILLS

- Instructional design
  - Learning Management Systems (LMS)
  - Enterprise software training
  - Network infrastructure basics
  - HTML, CSS, SQL
  - JIRA, Confluence
  - E-learning tools: Articulate, Camtasia
  - Cloud platforms: AWS, Azure
  - Classroom and virtual delivery
  - Agile methodology
  - Technical writing
  - Stakeholder engagement
  - Training needs analysis
  - Onboarding
  - Performance metrics tracking
- Expert

Expert

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EXPERIENCE

- 2019 - Now

Technical Training Specialist

BitNet Technologies / San Jose, CA

  - Design, deliver, and track technical training initiatives for over 300 employees across engineering, IT support, and QA teams, leading to a 28% reduction in onboarding timelines and increased team productivity.
  - Develop SCORM-compliant self-paced modules using Articulate and Camtasia, allowing staff to engage with content asynchronously and boosting LMS engagement rates by 35%.
  - Collaborate with engineering and product development teams to produce quarterly webinars introducing tool updates, resulting in improved system usage accuracy and fewer help desk tickets.
  - Maintain a central repository of training materials on Confluence and conduct monthly audits to ensure all documentation is up-to-date and aligned with process changes.
- 2019

Junior Technical Trainer

Suncrest Software / Sunnyvale, CA

  - Assisted in weekly training sessions for IT and software rollout projects, ensuring consistent knowledge transfer and minimizing user errors post-implementation.
  - Transformed outdated PowerPoint decks into interactive e-learning formats using SCORM standards, which significantly increased learner retention and internal content adoption.
  - Tracked attendance, feedback, and assessment scores across multiple training groups to measure training effectiveness and suggest refinements for future sessions.
  - Partnered with senior trainers to create onboarding guides for technical support and DevOps teams, helping to bridge knowledge gaps during rapid scaling periods.

ADDITIONAL INFORMATION

- Volunteers with TechBridge Girls to deliver basic coding workshops to high school students in underserved communities.