

# NORA L CLOONAN

Roswell, Georgia 30076  
www.e13.design

Mobile: 513-289-5512  
Nora@e13.design

## QUALIFICATIONS SUMMARY

- *Technical Skills*: well versed in Articulate Storyline, Microsoft Office suite, Audacity, i Movie and Camtasia, and Photoshop.
- Experience working on projects and with teams.
- Training specialist with *Train the Trainer* experience in New Hire Orientation and Salesmanship training.
- Experienced *Event Coordinator* having coordinated Teacher Appreciation events at several Office Depot stores as well as Small Business Day events and Family Day events.

## RELEVANT SKILLS

### Instructional Design

- As an independent Instructional Design contractor, I have worked in the following fields:

Healthcare

Technology/Network Security

Early Childhood Development

- I have worked with issues surrounding legal and technical compliance including:
  - Training employees to maintain compliance standards.
  - Maintaining compliance within documentation of company training materials.
  - Ensuring a uniform quality standard is presented across multiple levels of materials/departments/locations to provide company-wide value in training and service.

### Project Orientation

- Worked with both small and large teams as Instructional Designer. Sometimes driving the project workflow; at other times receiving pieces and contributing as necessary.
- Assisted in assembling mass mailing of subscriber theater tickets to several hundred patrons prior to season commencement.
- Part of team responsible for User Access Testing (UAT) of new Transportation Management Software (OTM) and team implementing new software company wide for UPS.
- Loaded contracts for 40 plus customers, keeping to "go-live" schedule and accounting for all Accessorial and Special Service charges.
- Coordinated inventory preparation and physical inventory process in retail store locations.

### Training and Human Resources

- Hired and trained hundreds of store associates for Office Depot.
- Conducted new hire orientation, sales, OSHA safety, loss prevention, cashier, Copy & Print Center, delivery order, cash balancing, receiving, return to vender, special order computer, and any new initiative training.
- Selected to provide Conflict Management seminar at UPS
- Wrote Job postings and Job descriptions
- Worked with MaxHire recruiting software and Bamboo HR

## Operations

- Volunteer and paid work for Georgia Ensemble Theater includes selling tickets, managing ushers, answering phones, construction, painting, making props, resolving issues, and running errands.
- Wrote user manual for new Transportation Management Software.
- Produced monthly Key Performance Indicator (KPI) reports on several customers' shipping matrixes.
- Analyzed customers' historic shipping data using specialized transportation modeling software and Excel to identify cost savings opportunities.
- Monitored all cash handling including daily balancing of registers and deposits to bank; reconciled errors, balanced safe, and followed all loss prevention procedures.
- Conducted monthly Safety meetings, maintained Safety binder per OSHA standards.
- Planned and conducted monthly fire alarm test and fire drills.

## Technical Expertise

- Produced multiple modules in *Articulate Storyline*.
- Used *MS Excel* to analyze customer shipping data for potential savings opportunities while at UPS.
- Used *MS PowerPoint* to produce numerous presentations and flow charts.
- Produced documents, letters, manuals, as well as edited the same in *MS Word*.
- Used *MS Excel* to conduct statistical analysis of small data sets.
- Used *Audacity* to produce and edit audio voice over for video clips and tutorial modules.
- Used *iMovie/Camtasia* to edit and produce short video clips for use as or in tutorial modules.
- Used *Adobe Photoshop* to edit photographs for use in tutorial modules.

## EXPERIENCE

<b>Instructional Design Contractor 2016 to Present</b>	<b>Independent Contractor</b>
<b>Georgia Ensemble Theatre - 2006 to Present</b>	<b>Box Office Assistant, Production Assistant, House Manager</b>
<b>Lewis James Professional (LJP) - 2012 to 2013</b>	<b>Assistant Recruiter</b>
<b>UPS-SCS Transportation Division - 2006 to 2010</b>	<b>System Administrator</b>
<b>Office Depot - 1998 to 2005</b>	<b>Assistant Manager</b>
<b>The Rendez Brew – 1997 to 1998</b>	<b>Owner</b>
<b>Kirkland's - 1995 to 1997</b>	<b>Assistant Manager</b>

## EDUCATION and CERTIFICATIONS

<b>University of Georgia, Athens, Georgia</b>	<b>August 2016</b>
<b>Masters of Education, Instructional Design and Development</b>	
<b>The Honor Society of Phi Kappa Phi</b>	<b>April 2017</b>
<b>Xavier University, Cincinnati, Ohio</b>	<b>May 1992</b>
<b>Bachelors of Science, Biology</b>	

**Personal and Professional references available upon request.**