MA

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🌐 www.michaelanderson.com

SKILLS

- Camtasia
- Learning Management Systems
- Software Training
- Video Production
- User Experience Design
- Technical Communication

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, UNIVERSITY OF FLORIDA

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased course completion rates by 35% through enhanced user engagement strategies.
- Received the 'Best Training Program' award in 2021 for outstanding contributions to user education.
- Contributed to the launch of a new product line with comprehensive training resources.

Michael Anderson

E-LEARNING DEVELOPER

Innovative E-Learning Specialist with over 9 years of experience in the technology sector, focusing on software training and user education. Proven expertise in creating comprehensive e-learning modules that simplify complex software for end-users. Skilled in utilizing various e-learning tools and methodologies, including video tutorials, interactive simulations, and quizzes to enhance user learning experiences.

EXPERIENCE

E-LEARNING DEVELOPER

Tech Solutions Inc.

2016 - Present

- Designed and implemented e-learning courses for new software products, reducing support calls by 30%.
- Utilized Camtasia to create engaging video tutorials that improved user adoption rates.
- Collaborated with developers to create simulations reflecting real-world software applications.
- Conducted user testing to gather feedback and refine course materials.
- Analyzed learning metrics to optimize training content and delivery methods.
- Facilitated training sessions for internal teams on newly developed e-learning resources.

TECHNICAL TRAINER

InnoTech Solutions

2014 - 2016

- Developed training materials and e-learning courses for software users, enhancing user experience.
- Utilized Learning Management Systems to track user progress and engagement.
- Conducted live webinars to train users on new software features.
- Analyzed user feedback to continuously improve training content and delivery methods.
- Created a resource library of training materials accessible to all users.
- Worked with marketing teams to promote training resources effectively.