

Jonathon Brown

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View samples of my work at: jonathonjbrown.wordpress.com
More samples available upon request.

About Me

I am an Instructional Designer and Training Professional working in the greater Seattle area. I specialize in managing internal and external customer relationships, delivering instructor led training, and consulting on and designing interactive eLearning courses and training materials. I enjoy working in a professional environment where I can take initiative and use innovation to build creative solutions. I excel at analyzing complex problems and applying design principles and rapid development methodology to create effective and engaging learning solutions, and delivering training and consulting solutions effectively and efficiently.

Professional Strengths & Behavioral Competencies

- Over six years of experience designing, developing, and maintaining training material and courses for learners.
- Experience in creating effective instructor led classes, eLearning courses, activities, tests, assessments, and job aids.
- Strong time management skills and a dedicated attention to the smallest details.
- Able at analyzing complex training challenges and providing effective solutions.
- Skilled at multi-tasking and prioritizing work.
- Excellent verbal and written communication skills honed publishing internal and external customer facing content and an active listener who readily understands the need for clear communication when setting expectations.
- A dedication to excellence, as a result of time spent in goal oriented work environments.
- Ability to establish positive and effective relationships with business partners and internal and external SMEs.

Skills & Qualifications

- Excellent Computer skills with a variety of environments including, PC, Sun, and Mac, including database, MSSQL, PeopleSoft, and internet functions.
- Design experience with Adobe Photoshop, GIMP, Inkscape, and Adobe Illustrator.
- Articulate, Captivate, Storyline, Camtasia, Snagit and all MS Office products including Outlook, Word, Excel, SharePoint, Publisher, and PowerPoint.
- Classroom facilitation skills in instructor led environments and virtual environments via WebEx, GoTo Meeting, Lync, conference call functionality and various VoIP technologies including Skype.
- LMS management with various online Learning Management Systems including learn.com and Cornerstone OnDemand.
- Expense management skills learned through years of working through budgeting processes within the public school system.
- Customer Focused, Driven for Results, Professional and Personal Integrity, Big Picture thinking, Leadership ability, Creativity, Innovative, Team Player, Adaptable and open to change, Accountable and Good Judgment.

Work Experience

Nordstrom

Seattle, WA (December 2014-Present)

Instructional Designer

Instructional designer with a focus on Full Line Nordstrom store training programs. Responsibilities include consulting with various business partners to develop training content for specific divisions, creating multiple formats of training (ILT, eLearning, Job Aids, etc.), facilitating Train the Trainer sessions during New Store training immersion, managing video and other media asset development, process improvement, project management, and developing assessment methodologies.

Dance & Pageantry Arts

Seattle, WA & Nationwide (August 2002-Present)

Designer, Choreographer, and Adjudicator

I've been an active instructor and designer in Dance, Colorguard, and Winterguard for the past 13 years. Recently I've become an active adjudicator in the northwest for fall marching band competitions and winter dance and Winterguard competitions. As a designer, choreographer, and educator my designs and teams have garnered many regional and national championships. I strongly believe in the Arts as a transformative educational experience for young adults.

Microsoft (Xtreme Consulting Group, Inc)

Redmond, WA (November 2013-October 2014)

Learning Consultant

Contracted vendor employee at Microsoft in Redmond, WA through Xtreme Consulting Group as a Learning Consultant for the Office 365 Global Commerce Support Team. Responsibilities include designing training materials in a variety of formats including ILT guides, job aides, eLearning, etc., delivering training and TTT sessions, managing training content for a global team of vendors, and managing training delivery calendars and project plans for the global team of vendors.

Vertafore

Bothell, WA (January 2010-November 2013)

Training Consultant/Instructional Designer

Training consultants are responsible for assisting in bringing small to very large agencies and brokerages live on new or upgraded systems by providing on-site, telephone, eLearning or classroom training on the operation and use of the programs developed and marketed by the company. As a Training Consultant one must be able to acquire knowledge quickly and efficiently, monitor scheduled assignments, contact and arrange travel and training with internal and external customers, and utilize varied educational techniques to ensure maximum retention. Instructional Designers create, support, and maintain hardcopy training materials, self-paced eLearning, and Instructor Led coursework.

Vertafore

Bothell, WA (August 2006-December 2009)

Product Support Analyst – Accounting

A product support analyst provides accounting support and assistance to customers via phone, email, chat, or WebEx. Other duties involve writing solutions for a knowledge base system to help agents and others in the department with troubleshooting, analyze problems with software applications to identify problem areas, recommend corrective action/solutions to customer application and accounting questions, requesting and managing support restores of customer data following SAS70 laws, and utilizing and running queries in MSSQL to research and resolve data errors.

Verizon Information Systems

Bothell, WA (July 2005–June 2006)

Internet Consultant

An Internet Consultant is the primary work force for the advertising aspects of Verizon's Superpages.com. Job duties include: Interaction and support for Sales Agents in the Field, Navigating Several Systems (including People Soft), and constant management of internet advertising solutions.

Northwest Pageantry Association

Seattle, WA (September 2008-April 2014)

President

The Northwest Pageantry Association is the Non-Profit organization that maintains, runs, and organizes the Winterguard circuit for the state of WA. We organize judges, shows, and performing ensembles for a competitive season that runs from January to April. Duties include scheduling Semi-annual meetings, holding votes on proposed rule changes, coordinating the performance schedule and judging obligations, working to increase visibility of the activity across the entire Northwest, and educating members on how to create larger and more successful programs.

Mukilteo School District

Mukilteo, WA (August 2002-June 2014)

Dance Coach

I have been an instructor for multiple dance groups and worked with the Kamiak High School Colorguard/Dance Team for 12 years. Responsibilities include the training of new students in the basics of dance and creative creation from conception to choreography, training new instructors on the fundamentals of coaching and design, planning and budget all finances from several different sources, and working with various vendors to insure the continuation of this ensemble. This is one of the most rewarding and creatively challenging positions I have ever held and I cherished the opportunity to work with students and guide them towards excellence both in the competitive arena and in life.

Education

The National Alliance

Certified Insurance Service Representative Designation

Everett Community College

Pre-Nursing

Cascade High School

High School Diploma