

JOHN ALEXANDER ROBINSON

SUMMARY OF QUALIFICATIONS

Accomplished training and development professional with over 12+ years of exceptional leadership in management, classroom facilitation, development of multimedia learning aids and customer service excellence in a project driven, educational learning environment. Outstanding record of successfully utilizing innovative online learning techniques, multimedia and technical expertise in classroom/conference facilitation as well as retail training management. Bachelor of Arts degree in Communication specializing in Corporate Training and Distance Learning technologies.

PROFESSIONAL EXPERIENCE

Northside Independent School District [August 2004 – Present]
San Antonio, Texas

Training and Development Instructional Technologist

- Project manager and designer of curriculum training manuals for classroom facilitation.
- Project Manager and producer of mandatory district-wide online training via e-learning solutions delivered to 11,000+ district employees.
- Project manager for Active Directory migration and training materials, software deployments and mini-conference learning initiatives for classified staff.
- Deliver and support a broad spectrum of innovative technology applications standardized for district employees to include e-learning solutions, face-to-face classes, workshops and instructional learning videos.
- Lead District trainer for Video Distribution broadcasts utilized on school campuses.
- Member of and presenter at TEA, TASBO, ISTE and TCEA technology conferences.

Gateway Training Center [March 1999 – April 2004]
San Antonio, Texas

Territory Lead Instructor

- Successfully managed a \$3 million Texas/Oklahoma training territory coordinating training sessions for 11 stores, managed travel plans to cultivate statewide business partnerships and conducted train-the-trainer learning sessions on best practices.
- Successfully authored and produced innovative multimedia training aids for web-based, computer-based and instructor-led training utilizing certified technical training (CTI) techniques for instructor use company-wide.
- Lead instructor for culturally diverse retail and business clients on introductory through advanced level courses of Windows 1995, 1998, ME and XP operating systems, Access, Word, Excel and PowerPoint versions 1997, 2000 and 2002, Internet Explorer, Outlook Express, Outlook 1997, 1998, 2000 and 2002, Publisher, Project, FrontPage, HTML, Adobe Photoshop, and Pinnacle Systems Video Editing software.

Sears, Roebuck & Company
Yonkers, New York

[January 1998 – March 1999]

Sales Manager

- Successfully managed a \$4 million sales department with 40+ associates.
- Tracked P&L statement, payroll, scheduling and sales reports.
- Executed marketing initiatives to drive traffic and increase revenue.
- Trained new associates on exemplifying customer service initiatives.

Security Service Federal Credit Union
San Antonio, Texas

[November 1993 – August 1995]

Supervisor

- Supervised computer imaging of legal documents
- Trained new employees
- Assisted members with account services

West Telemarketing
San Antonio, Texas

[June 1990 – November 1993]

Sales Instructor

- Lead sales instructor of new employees for Fortune 500 companies
- Produced and coordinated cross training programs
- Supervised the On-the-Job Training programs

EDUCATION

University of Texas at San Antonio
San Antonio, Texas

[Graduate, Fall 1997]

Bachelor of Arts

- Communication, Electronic Media

New Horizons Computer Learning Center

Website Designer Series

San Antonio, Texas – May 2004

- Professional Development with Macromedia and Adobe products for web-based and multimedia production.

AWARDS

Customer Service Excellence, Gateway Training Center

- January 2004 – March 2004
- October 2003 – December 2003
- July 2003 – September 2003

REFERENCES

Available Upon Request