

JEFF HOLMES

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SUMMARY

Organizational change leader with a record of successfully delivering on the business transformation objectives of all parties; stakeholders, developers and end-users, from inception to delivery. Skilled Project Manager directing team members to transform complex applications and concepts into effective, efficient business processes, and provide the tools necessary to become proficient using technology. Experienced at facilitating interactions between software developers and users through engaging analysis dialog, demonstration, design and testing in the creation of usable technology. Background in both public and commercial sector initiatives including; tax, education, finance, insurance, banking and transportation industries.

Demonstrated proficiency in the following areas:

- Project Management
- Testing
- E-Learning Development
- HTML/CSS
- Techsmith Camtasia
- Requirements Gathering
- Instructional Design
- ADDIE Model
- SharePoint
- Adobe Captivate
- Needs Analysis
- ADKAR Methodology
- Business Process Engineering
- Business Analysis
- Adobe Dreamweaver

WORK HISTORY

CGI GROUP, INC, Raleigh, NC

2009 - 2011

Senior Consultant

Manage project assignments to successfully integrate new tax management systems for the North Carolina Department of Revenue.

- Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address the concerns.
- Perform analysis with business stakeholders to identify needs, define business process issues, analyze operational efficiencies, develop creative learning objectives and effectively measure results of knowledge transfer.
- Develop training and support approaches for complex projects, obtain buy-in for these approaches with clients and project executives then evaluate effectiveness and modify as needed.
- Manage e-learning/ILT project consisting of technical documentation and e-learning, operating procedures, train-the-trainer content, user guides and job aids.
- Mentor, train and coach junior instructional designers in the ADDIE model of instructional design, adult learning theory and IT Training production processes.
- Perform system integration testing of applications and processes to ensure functional and business expectations are met.

ING ADVISORS NETWORK, El Segundo, CA

2000 - 2009

Usability Strategist

2004 - 2009

Developed solutions to usability issues in the organization's web applications and provided recommendations to executive management on usability best practices.

- Spear-headed usability as a best practice in the organization then integrated it as a core competency in the software development life cycle by fostering strong relationships with senior executives.
- Managed all application usability projects leading to a 20% improvement in customer satisfaction scores in 2007-2008.
- Approved over 50 enhancements to ING web applications, serving as Business Sponsor reviewing functional requirements, and providing guidance, support and direction to developers and executive sponsors of features.
- Developed interaction design requirements for web applications and portals successfully utilized by 8,000+ independent financial advisers.
- Facilitated usability testing with financial advisers and planners, reported on results then created user interface business requirements.

ING ADVISORS NETWORK (Continued)**Project Manager**

2000 – 2004

Managed business transformation projects for approximately 8,000 full-time employees and independent financial advisers.

- Applied a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Oversaw sourcing and managed third party training resources including contract management, oversight of vendor deliverables, primary point of contact, ensured all vendor deliverables were on time and on budget.
- Business Sponsor for online training portal including oversight and approval of portal features and functions.
- Developed and editing content for internal and external marketing campaigns to support organizational transformation and drive stakeholder buy-in.
- Managed e-learning projects for online learning systems including creation of standard operating procedures, train-the-trainer content and ongoing support for virtual training as a Microsoft Live Meeting Administrator.
- Developed course materials and conducted both classroom, one-on-one and web-based training for 8,000+ home office staff members and financial advisers that resulted in 93% adoption rates for web applications and portals.
- Created storyboards, wrote scripts, performed voiceover and produced videos for more than 100 different recruiting, marketing and technology streaming web casts and CD-ROMs as well as performances at live events.

CONSULTANT, Los Angeles, CA

Trainer

1998 – 2000

Trained and supported individuals and groups on business processes, proprietary and custom applications, operating systems and Internet skills.

- Performed needs and cost assessment analysis for both government and private sector enabling organizations to select the most appropriate training solution for their needs.
- Provided training support for proprietary software applications resulting in a deeper understanding and skillful use of technology by training participants.

PUBLIC STORAGE, INC., Glendale, CA

1996 – 1998

Senior Trainer

Managed six member staff on the implementation of nationwide training for new division of Public Storage, Inc.

- Supported and supervised new trainees through mentoring, observation, and feedback.
- Developed a 10-day call center agent training covering all aspects of corporate policy, procedures and culture resulting in the successful training of approximately 700 call center sales agents to improve service delivery.
- Trained 200 warehouse employees on inventory control, customer database, legal/regulatory requirements and delinquent tenant tracking software to successfully operate the Pickup & Delivery business unit.
- Created materials for and facilitated workshops in sales, customer service, inventory control, delinquent tenant tracking software, performance appraisal, new-hire orientation and management development.

EDUCATION AND CERTIFICATIONS

Prosci Change Management Certification – 2011 (Planned May, 2011)

Nielsen Norman Group Usability Training - 2008

BS, Business Management, University of Phoenix, Costa Mesa, CA, 2005

CompTIA A+ Certification

VOLUNTEER ACTIVITIES

Triangle Radio Reading Service, 2009 - 2011

Triangle Usability Professionals Association, 2008 – 2011

Breast Cancer 3-Day Fundraiser and Walker, 2004

Board Member, National Academy of Finance, Juan Cabrillo High School, Long Beach, CA, 2003 – 2004

Webmaster, H.E.L.P. Senior Legal Services (<http://www.help4srs.org>), 2001 – 2002