**BRANDON SMITH**

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**Summary**

I am committed to managing people, projects and programs effectively, driving teams to meet company objectives and goals, and promoting excellence using best practices in adult learning theory, organizational needs analysis, and development/delivery of projects and programs on-time and on budget.

My comprehensive management experience includes conducting needs analysis, developing engaging training materials, and delivering interactive training (both live and online) on a diverse range of topics (i.e. human resources, technical training, product development and support, sales and retention, legal and regulatory affairs, foreign requirements, executive leadership, etc.) to audiences around the world.

**Technical Expertise**

• Advanced Qualification Programs (AQP)

• FAA Part 121 Training Requirements

• Experience with Boeing 737, 747, 767/KC-46, 777, 787 and Airbus A320 and A330 aircraft

• eLearning authoring tools: Articulate Storyline, Camtasia, Captivate, Adobe Suite

• SCORM and AICC Course Creation and Maintenance

• Microsoft Office Suite

• LMS/LCMS Selection, Implementation and Administration

• Design, delivery and evaluation of ILT and CBT Flight Operations training programs

**Work Experience**

**Curriculum Developer/Instructor III - PTS**

*Panasonic Avionics Corporation July 2022 - Present*

Develops custom training programs for worldwide customers on Panasonic IFE and connectivity products.

Delivers training programs through a variety of media, including ILT and vILT platforms.

Works cross-functionally with teams across the enterprise, and across the globe, to develop, test, and implement new products and programs and develop requisite enterprise-wide training programs.

**Senior Instructional Systems Designer – Flight Operations**

*Alaska Airlines - Seattle, WA January 2021 – July 2022*

Performed need analysis and research for identifying gaps and requirements for Flight Operations training programs, including: Qual Ground School, Continuing Qualification, and quarterly recurrent programs. This included updating or creating new ILT packages, CBT modules and simulator profiles.

Worked directly with SMEs and internal and external stakeholders on designing and developing training materials for the Indoctrination program and Fourth Stripe promotion curriculum.

Worked closely with FAA to ensure materials and curricula continue to align to requirements of an FAA Part 121 AQP.

Delivered in-person training courses to flight operations personnel around the country.

**737 Fleet Training Program Lead / 737 MAX Training Program Manager**

*The Boeing Company - Renton, WA April 2019 – October 2020*

Oversaw creation and deployment of all 737 fleet flight crew training material, including CBT and simulator profiles.

Worked as program lead to oversee design, development and implementation of the Jet Bridge program to an international customer.

Worked closely with SMEs and internal and external stakeholders on designing and developing training materials for the 737 MAX return to service.

Maintained close working relationship with international regulators and incorporated their input and feedback during the development of the 737 MAX curriculum.

Delivered in-person customer engagement programs to multiple airlines around in the world in preparation for the 737 MAX return to service.

Oversaw all training courseware, including CBT and simulator profile creation in support of the 737 program.

Served as program manager for the re-introduction of the Executive Flight Indoctrination program.

**Mill Learning Leader (Training Manager)**

*International Paper – Savannah, GA August 2018 – February 2019*

Oversaw creation, implementation and evaluation of mill-wide new hire training programs.

Ensured consistency of departmental training programs and alignment to site goals and enterprise-wide training standards.

Served as primary link and contact point to Global Manufacturing Training Team and other IP location Learning Leaders.

Developed and managed the mill-wide training budget.

Oversaw and managed the Qualification and Performance Processes.

As the champion/ advocate for the training program, this role provided oversight for the Mill training program and guidance to the Lead Team, department management and Department Learning Leaders.

**Sales Trainer - Americas**

*F5 Networks – Seattle, WA**October 2016 – September 2017*

Worked closely with regional and global sales leadership to develop training programs to assist the worldwide sales force in meeting quarterly and annual sales quotas.

Delivered Miller Heiman training programs to audiences around the world, in local languages, including Japan, LATAM, and EMEA.

Developed and implemented sales strategies, including making presentations to theater and worldwide sales leadership.

Facilitated Sales New Hire programs for international audiences.

Traveled around the world and met with various country leaders to develop key selling objectives and design training programs around those objectives.

Designed and delivered product specific training programs, including but not limited to: Cloud, Security, iSeries and Herculon hardware.

Performed detailed needs analysis, defined project scope, worked closely with cross-functional subject matter experts, and interpreted complex technical documents, to design and deliver consumable training materials.

**Commercial Airplanes Engineering Curriculum Build Program Manager**

**Employee Development Specialist - Learning Solutions Integrator, Instructional Systems Designer**

*The Boeing Company - Everett, WA Jan 2016 – Oct 2016, Sept 2011 – Oct 2014*

Designed and maintained fully executable training programs for the KC-46 Tanker, 737 MAX, P-8, AWACS, 747-8, 787-9, IPDM, CATIA V5, and several other defense and commercial programs.  Training topics included engineering, manufacturing, technical design, and other cross-functional business areas.

Managed highly-complex training projects with responsibilities for adhering to schedules, maximizing set budgets, leading collaborative problem-solving efforts, and escalating issues.

Evaluated new products, implemented industry best practices, and developed actionable plans to improve course design processes and final training work products.

Developed success metrics to monitor training effectiveness, track program performance, and identify potential cost saving factors for future training development.

Saved over $1 million in three years by shortening course development timelines and review cycles, integrating design efficiencies into processes, and reducing dependencies on outside vendors, per cost analysis metrics.

Developed, managed, and delivered knowledge mapping documents for program curriculum builds and monitored employee training completion.

Designed and delivered customized training on a broad range of topics to all employee levels using adult learning theory, tools, various media formats and materials, and innovative interactive approaches to ensure ongoing participation and successful completion.

Designed, developed, and oversaw third party creation of new course materials and revisions of existing materials.

Established direct communication channel between Learning Solutions Integrators (LSI) and the Instructional Systems Designers (ISD) to ensure analysis and objectives were successfully conveyed and applied to newly created courses.

Effectively communicated and worked with all management levels, including executive and upper level management, to evaluate training needs and procedural constraints.

Mentored new employees on company culture and training department tools, procedures, and processes. Monitored employee performance, identified opportunities for improvement, and provided feedback and coaching.

Acted as team's super-user of Skillsoft and MyLearning, and trained colleagues to enhance proficiency and promote standardized usage across the team.

**Global Trade Compliance Training Manager**

*Esterline – Bellevue, WA**Oct 2014 – July 2015*

Manages corporate training team by communicating strategy and goals, setting clear expectations, prioritizing initiatives, assigning resources, fostering an open environment to share ideas, and providing performance feedback to support continued growth.

Provides mentoring on SkillSoft, SumTotal, Oracle HRIS, and other training software to improve efficiency, ensure consistency of use, and maximize software capabilities.

Launched a worldwide training and policy deployment plan using a full range of job role curriculum paths customized for cross-functional business units and all management levels.

Reduced training costs by $7,500 per course and decreased training development time by 66% by educating the team on more efficient course analysis and development techniques.

Developed and implemented training completion metrics to evaluate effectiveness and satisfaction. Reports metrics results and recommendations to leadership.

Increased participant training metrics by 50% by developing and rolling out self-paced, online training modules and using advanced adult learning theory and design methodology.

Builds strong relationships with business leaders to understand needs, provide advice on training solutions, and develop future training roadmaps.

Developed and implemented a worldwide trade compliance training program, reaching 12,500 employees in 50 offices located in 15 countries.

Successfully manages multiple projects and course development efforts through entire lifestyle while ensuring on-time, high quality outputs.

Established and leads a weekly forum for the worldwide training team to provide general oversight, share best practices, ensure procedural consistency, and discuss escalation issues.

**Manager, Employee Learning and Development**

**Training and Instructional Design Specialist**

*Speakeasy / Megapath – Seattle, WA May 2008 – Sept. 2011*

Created interactive materials based on adult learning theories. Training sessions consisted of 20 to 300+ participants. Introduced technology-based training and successfully converted live training modules into webinars for internal satellite offices and external clients.

Conducted detailed needs analysis, presented recommendations to leadership, and developed project plans that included quantifiable learning objectives and success metrics.

Collaborated with cross-functional department managers to identify new training opportunities by conducting SWOT Analysis and Needs Analysis.

Performed basic needs analysis to identify training needs and assess whether currently courses are filling knowledge gaps. Provided recommendations to management.

Created instructional materials and delivered training using live and online modalities on company procedures, products, sales, technical support, and human resources-related policies.

Developed surveys and other follow-up methods to assess effectiveness of trainings and instructional materials.

Supervised trainers and instructional designers, provided resource assignments, managed budget, and developed corporate training schedules.

**Courseware Development Specialist**

*Moss Adams, LLP – Seattle, WA Apr. 2007 – Mar. 2008*

Designed interactive, instructional materials for training cross-functional departments on policies and procedures.

Facilitated live, interactive training for participants of all levels, including leadership.

Collaborated with leadership to assess overall communication strategies and goals and provided a comprehensive training plan to meet business requirements.

Performed needs analysis to identify current competencies and training opportunities and developed an associated training plan.

Developed follow-up and retention materials to re-promote existing programs and ensure continued understanding of training topics.

**Training Specialist**

*Watermark Credit Union – Seattle, WA Mar. 2006 – Apr. 2007*

**Training Representative**

*Downey Savings and Loan – Newport Beach, CA Sept. 2003 – Mar. 2006*

**Education**

Currently working towards earning Private Pilot License (PPL) – currently 12 hours of flight time

23 hours of 737 and A320 simulator experience

Bachelor’s Degree in History California Polytechnic State University, San Luis Obispo (2003)

Training Specialist Certificate University of Washington (2007)

Leadership Executive Program Harvard Business School Extension (2007)

eLearning Theories Training American Society for Training & Development (2006-2011)

Enhanced Retention in Adult Learning

DISC Personality/Behavioral Training