

Morton Redner

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eLearning Consultant / Content Developer / Technical Writer

Client Comments

"You did a fantastic job!" – H & R Block

"Thanks a million!" – Smithsonian Museum of American Art

"This guide is great!" – Unanet Training

"It was a real pleasure working with you." – Geotest Systems

"Thanks again for your most EXCELLENT work . . . It was fun." – Exchange Corporation

"Your [multimedia demo] was met with resounding approval." – Wavetek Ltd.

"We found your online Help easy to use and understand." – XP Systems

"Excellent user guide by Morton Redner" – New York Times

"You added quality to our online Help system." – Input 1

Professional Experience

Redner Design Media – 5/2011-present

Adobe Captivate Training. Teach instructional design workshops and individual sessions for students at all levels, emphasizing hands-on experience. Topics include:

- planning and developing online instruction and lessons,
- developing textual content and using graphics,
- building quizzes to track student performance,
- creating self-running and interactive presentations.

Southern California Edison, San Onofre, CA – 11/2010-2/2011

Instructional Designer. Wrote and produced web-based e-learning with voice-over narration using Adobe Captivate 5. Our task was to teach SCE employees how to use the Business Need Dashboard module of the Company's SAP computer system. Announced, recorded, and edited the audio files using Audacity.

Dole Foods Company, Westlake Village, CA – 8/2010

Instructional Designer. Used Adobe Captivate 5.0 to create software simulation tutorials for web-based training. Dole is using this eLearning to introduce employees to the Company's new SAP/R3 computer system.

CPI International, Camarillo, CA – 2/2010-4/2010

Technical Writer. Wrote, edited, and supervised development of operation and maintenance manuals.

Responsible for photographing equipment and creating graphics to illustrate user guides.

CPII manufactures telemetry, microwave communication dishes, and electronic warfare systems for the military agencies and governments of the US, Japan, France, Germany, Israel, India, and other nations.

Quallion, LLC, Sylmar, CA – 8/2009-2/2010

Senior technical writer. Wrote manufacturing and assembly instructions, standard operating procedures, test methods, and user guides to ISO standards.

Quallion's lithium-ion batteries power Government telecom satellites, hybrid vehicles, and medical implants.

Created all photography and graphics that we used to illustrate our documentation.

Meggitt Safety Systems, Simi Valley, CA – 12/2008-05/2009

Instructional Designer/Technical Writer. Wrote and edited Subcontractor Data Requirements (SDRL) reports on procurement specifications for the DDG-1000, a classified naval project. To produce these reports I worked with electrical and mechanical engineers and SolidWorks specialists.

Created flow charts and circuit diagrams for PowerPoint slides. Software tools included Visio, Madcap Capture, and Paint Shop Pro.

Produced all photography of Meggitt equipment, and created all graphics as needed to illustrate the engineers' reports.

Wrote a user guide for a Unanet Technologies time and expense management, project tracking, and resource planning software system.

Input 1, Woodland Hills, CA – 11/2007-3/2008

Senior Technical Writer. Using the XML Help-authoring tools Flare and Capture from Madcap Software, wrote, illustrated, and built WebHelp for Premium Billing System, a .NET application that carriers, agents, and finance companies use for insurance loan processing and billing.

Amgen Corporation/Comsys – 7-8/2007

Technical Writer for a data migration project at this biotech giant.

Amgen used VMWare to create a virtualized duplicate of all data stored at corporate headquarters in Thousand Oaks, California.

To ensure the integrity of its information systems in the event of an earthquake or other catastrophe, Amgen migrated the duplicate data set to a backup site in Colorado.

Reviewed and reported on Service Level Agreements with individual system vendors.

Kaiser/Permanente - 3-4/2007

Wrote and edited the user guide for a patient billing system that Kaiser Foundation Health Plan was developing to process treatment for infertility services.

Member couples who had difficulty conceiving could optionally sign up for Infertility Services. Because these services were not covered under the standard plan, patient visits for infertility added additional complexity to the billing process.

Amgen Corporation, Thousand Oaks, CA – 11-12/2006

Instructional Designer. Wrote, designed, and produced a multimedia web tutorial introducing new hires to Amgen's Supplier Quality Management department.

Recorded and edited my own voice-over narration. Software tools used to produce this included Adobe Captivate, Adobe Connect/Breeze, Paint Shop Pro, Audacity.

WellPoint NextRx. Blue Cross/Anthem, West Hills, CA – 05/2005-06/2006

Instructional Designer. Used Adobe Captivate to create interactive computer-based training with online quizzes to track student performance, and job aids. Projects included:

HIPAA Desktop Reference. Wrote and designed a training tool that gave customer call representatives current information on legislative changes in HIPAA. The reps could bring data onscreen with just one keystroke while they spoke on the phone with a customer. 2006

SmartCare Retail System. Used Adobe Captivate to write, design, and program simulation tutorials for call center reps at WellPoint NextRx. This online training system comprised some 30 tutorials that students accessed through hierarchical menus. 2005

Medicare Part D. A job aid with hotspots that showed call reps data fields on the mainframe system that WellPoint added to process orders in Medicare Part D. 2005

Countrywide Financial Corporation - 01-03/2005

Senior Technical Writer for policy and procedure on mortgage legislation, regulation, and guidelines for originating, servicing, warehousing, pooling, and selling home mortgages to FNMA, GNMA, FHMLC and private investors.

U.S. Naval Civil Engineer Corps - 05/2004-09/2004

System analyst and Senior Technical Writer produced a 150-page software requirements specification (SRS) document to convert a Seabee construction management application from Windows to an intranet/Web environment.

- Analyzed and charted data flow for the internal interface in Visio.
- Translated the external interface from Windows to the Web.

U. S. Naval Construction Battalion, Naval Information Technology Corps, Port Hueneme, CA.

H&R Block, Kansas City, MO – 08/2003 - 11/2003

Instructional Designer. Produced a menu system linking 30 computer tutorials to train the 70,000 seasonal employees that H&R Block hires each year at tax time.

Designed the external interface for the end-user menus using Paint Shop Pro. Designed a tool bar with the H&R Block logo.

Created, designed, and programmed an animated introduction.

XP Systems, Moorpark, CA – 05/2001-02/2003

Instructional Designer. Designed and programmed self-paced web-based training for a .NET credit-union banking system.

Wrote instructional design text. Created technical graphics using screenshots with callouts. Built these intranet tutorials using DemoShield. Produced HTML WebHelp using RoboHelp.

The SVP gave me special thanks for this project at an all-company meeting.

InstallShield Corporation, Schaumburg, IL – 1993 - 2001

Manager of Technical Publications. Wrote, designed, and supervised publication of the

original user guide for InstallShield, the sixth most-frequently-used program in the world.

Project Manager. Wrote, edited, designed, and supervised publication of the DemoShield user guide, a multimedia authoring application.

DemoShield Staff Consultant. Traveled on-site to clients throughout the U.S., and to the U.K. and Luxembourg to write, design, program, and produce multimedia tutorials and software demos using DemoShield.

Education

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|--------------------------------------------|-------------------------------------|
| ▪ Moorpark College | Web Design and HTML |
| ▪ Santa Monica College | Web Graphics |
| ▪ Colorado University at Boulder | Teaching Fellow in Creative Writing |
| ▪ University of California at Berkeley, CA | M.A. English Literature |
| ▪ Hobart College, Geneva, NY | B.A. English Literature/Philosophy |

Operating Systems and Development Tools

- Microsoft Windows (all versions) and Office 2007 (Word, Excel, PowerPoint, Outlook, Visio).
- Adobe Captivate 5, Connect, RoboHelp.
- Madcap Flare, Capture, and Analyzer
- Photoshop Elements 8, Paint Shop Pro X4, Snag-It 10
- Articulate, Audacity, Lotus Notes, HTML

Additional Systems and Environments:

- IBM mainframe and minicomputer
- VAX mainframe
- Data General minicomputer
- Apple PC
- HP Non-stop

Additional Information

- HeadTrix Advanced Captivate Training.
- IconLogic Captivate Essentials Training.
- Madcap Software Flare Training.
- Presenter on Adobe Captivate at the American Society for Training and Development (ASTD).
- ADDIE process e-learning development.
- Judge, Society for Technical Communication Annual Awards Competition.
- ESL Instructor. Tutor English as a second language to adults from Asia, the Middle East, and Latin America.