

WILLIAM R. PROBECK

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SUMMARY

- ◆ Innovative and award winning multimedia instructional designer/technical writer professional with extensive technical project management/courseware design experience in the data storage; aviation; military; telecommunications; medical associations; research and development; and commercial landscaping industries.
- ◆ Proven success working independently and as a team player, using targeted resources and drawing on technical training knowledge to provide precise and relevant project management and documentation.
- ◆ Earned reputation for excellence in designing creative, cost-effective technical training/publication solutions while meeting critical business needs and expectations.

Key areas of expertise:

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|----------------------|-------------------------|---------------------------|
| ◆ WBT & CBT | ◆ Web Design | ◆ Technical Writing |
| ◆ Project Management | ◆ Courseware Design | ◆ Training Facilitation |
| ◆ Process Standards | ◆ Mentoring & Coaching | ◆ Adult Learning Theories |
| ◆ Distance Learning | ◆ Testing & Evaluations | ◆ Problem Solving |

PROFESSIONAL EXPERIENCE

Western Proscapes, Inc., Englewood, Colorado - Website designer/consultant 2002 to present

- ◆ Increased marketing and commercial contracts at least 30% by implementing, redesigning, planning, writing, and maintaining the corporate website that expedited company's exposure as a leader in award winning commercial designs. Website designed with Dreamweaver 4 & Photoshop 6 & 7.
- ◆ Increased office productivity by rewriting/designing corporate marketing materials, writing monthly website newsletters, reformatting commercial landscape proposals, and training staff on computer software.
- ◆ Significantly improved field staff's ability to perform tasks more efficiently and effectively by creating user-friendly training manuals.

Pro2Designs, LLC, Conifer, Colorado - Web designer 2001 to 2002

- ◆ Created multi-faceted company designing websites from the initial analysis to writing, photography, graphics, and programming.
- ◆ Designed high-altitude landscape designs for mountain commercial and residential properties.

Exabyte Corporation, Boulder, Colorado 1998 to 2001

Senior instructional new media designer/developer, Project manager

- ◆ Simultaneously designed and developed multiple requirements, processes, design documents, technical manuals, online and paper-based documents through numerous software releases by applying proven project management and instructional design principles.
- ◆ Consistently produced high levels of satisfaction with clients by establishing collaborative relationships and defining optimum objectives.
- ◆ Innovative WBT/CBT design and project lead responsibilities enabled new library storage automation products to receive Society for Technical Communications (STC) awards.
- ◆ Enhanced usability and significantly reduced technical support interventions by redesigning and maintaining training department's internet and intranet sites.
- ◆ Improved external sales and marketing department's ability to perform more efficiently by creating new product rollout updates, processes, and on-demand training.
- ◆ Supervised instructional designers, technical writers, artists, and programmers to accomplish training objectives and meet deadlines.
- ◆ Exceptional technical team involvement and innovative contributions to the company led to being

designated a “Key Employee” to be retained during merger talks and RIFs.

- ◆ Improved productivity of new training employees by effectively writing new procedures and organizing schedules to mentor new employees on training procedures and new software.
- ◆ Continuously solved time and location training issues for the technical support, sales, and marketing teams in Europe by facilitating presentations via distance learning (VoIP) and ILT seminars.
- ◆ Saved Exabyte \$75,000 by partnering with senior training manager to hire numerous training employees.
- ◆ Increased course training attendance 50% by designing and co-developing the first Interactive Animated Classroom (IAC) for Exabyte technical trainers that successfully incorporated interactivity and improved training course quality for facilitators and learners.
- ◆ Improved visual quality of training materials by incorporating interactivity, animation, video, and audio into appropriate courses.
- ◆ Enabled training team to create documents in department format by creating multiple templates (Framemaker & Word) saving both development and review time.

FlightSafety Services Corporation, Englewood, Colorado**1996 to 1998****Instructional courseware developer, technical writer**

- ◆ Developed innovative ILT instructor/student guides for the Air Force that shortly progressed into designing and developing highly technical multimedia CBTs for pilots and navigators. Initial ILT courses recognized as exemplary. Trained AF instructors on-site at Altus Air Force Base.
- ◆ Initiated the plan and developed storyboard templates that progressed into developing/programming courses in Authorware. Templates saved considerable development and editing time in all aspects of the ISD process. Created courses in two parts: 1. Self-paced CBTs, 2. Instructor-led IACs. All courses had extensive embedded test questions as well as end-of-course evaluations.

Commtech International, Denver, Colorado - Instructional technical writer**1995 to 1996**

Wrote and developed 12 detailed courses ranging from 25 to 100 pages for CBT/multimedia and instructor-led telephony training for a U S WEST Facility Assignment and Control System (FACS) database. Storyboards (PPT) contained lesson text, specifications for graphics, video, voice-over, and test questions.

Technology Training Systems, Aurora, Colorado - Instructional developer**1991 to 1994**

Wrote highly technical ILT civil engineering courseware for Saudi Aramco engineers. Courses included mathematical formulas and were about 100 pages. Wrote instructor/student guides and PPT presentations.

TECHNICAL COMPETENCIES

Photoshop 7, Dreamweaver 4, Course Builder, Fireworks, HTML, Javascript, Authorware 5, Flash 5, Project, digital photography, PowerDirector3, Framemaker 5.5, Visio, Microsoft Office 03, and Windows XP

PROFESSIONAL DEVELOPMENT

- ◆ Wrote and presented program on innovative delivery approaches at the 2000 WBT Producers Conference in San Diego, CA; first ever in Exabyte’s training history.
- ◆ Selected as a multimedia judge for the 2000 Brandon Hall of Fame Awards and as a technical publications judge for the 2000-2001 STC awards.
- ◆ Participated in two Leadership Workshops: CPR for the Workplace and Bringing Out the Best in People: Tools to Motivate, Empower, and Lead.

EDUCATION

- ◆ Photoshop 5.5, 6.0, Advanced Photoshop 6 techniques, Authorware 5, Dreamweaver 3, and Flash 3 training.
- ◆ Instructional Design Program Certification, (9 undergraduate, 9 graduate hours), Utah State University.
- ◆ B.S. English Education (Literature), University of Illinois, Champaign, IL