

CHRISTOPHER J. PETRIZZO

BROOMFIELD, COLORADO – (303) 731-5836
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EMPLOYMENT EXPERIENCE

FREELANCE INSTRUCTIONAL DESIGNER, TRAINER, CONSULTANT 2010 - PRESENT
CLIQ INSTRUCTIONAL & PERFORMANCE SOLUTIONS BROOMFIELD, COLORADO

- Develop self-paced training materials and assessments using tools including Word, PowerPoint, Captivate, Dreamweaver, Learn.com, and Wikitext.
- Develop job aids and custom instructor-led training on internal systems and processes.
- Deliver training on topics including customer service, train-the-trainer, instructional design, handling difficult people, time management, stress management, MS Office applications, communication and management skills.
- Leverage web conferencing platforms including Adobe Connect, Lotus Sametime, Netspoke, and WebEx.

EMPLOYEE DEVELOPMENT MANAGER 2006 – 2010
KEY NATIONAL FINANCE SUPERIOR, COLORADO

- Designed, developed, and/or delivered new employee orientations and training on change management, training skills, instructional design and development skills, wikis, finance, management, leadership, systems, and financing
- Designed and developed online training, including wiki-based training and content, blogging, and Captivate-developed assessments and simulations; administered Learn.com LMS.
- Collaborated with subject matter experts and managers to develop training plans and materials for various individual contributor and management positions throughout organization; worked on remote and multinational teams.
- Consulted with peers and clients on use of training technologies including wikis, web conferencing, videoconferencing, and teleconferencing.

TRAINING MANAGER 2001 – 2006
PIKES PEAK LIBRARY DISTRICT COLORADO SPRINGS, COLORADO

- Facilitated organizational development through teambuilding events, surveys, recognition programs, and organizational initiatives.
- Led corporate initiatives including diversity, strategic planning, and Staff Day.
- Oversaw training of 375+ employees and administration of \$150,000 budget.
- Designed, developed and/or delivered courses in customer service, diversity, ergonomics, train-the-trainer, communication skills, 7 Habits of Highly Effective People®, Fish!®, Six Thinking Hats®, SMILE!® and supervisory skills.
- Designed and developed Web-based training, simulations, and training resources using Dreamweaver and Captivate; administered LearnerWeb LMS.

MANAGER OF EDUCATIONAL SERVICES 1996 – 2000
SNONET EVERETT, WASHINGTON

- Conducted technology assessments and consulted with schools and community organizations on various technology-related issues.
- Worked as a team member on projects that included developing websites, newsletters, and proprietary software.
- Developed and delivered numerous MS Office and Internet skills courses, as well as train-the-trainer, public speaking, and accelerated learning courses.
- Designed, developed and maintained websites using Dreamweaver, Homesite, Fireworks, and other applications.

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E D U C A T I O N A L E X P E R I E N C E

MASTER OF SCIENCE – INSTRUCTIONAL & PERFORMANCE TECHNOLOGY 2002 – 2006
BOISE STATE UNIVERSITY BOISE, IDAHO (ONLINE)

- Instructional design, needs assessment, performance improvement, learning theory, learning styles, training techniques, e-learning principles and standards, collaborative environments, evaluation methodology.
- Outstanding Graduate Award. 3.89 GPA while working full time.

TRAINING SPECIALIST CERTIFICATE 1999 – 2000
UNIVERSITY OF WASHINGTON BELLEVUE, WASHINGTON

- Adult learning theory, instructional design, delivery methods.

BACHELOR OF ARTS – INTERPERSONAL COMMUNICATION 1985 – 1990
UNIVERSITY OF MONTANA MISSOULA, MONTANA

- Organizational Communication emphasis. Psychology minor.
- Public speaking, conflict management, small group communication, listening, interviewing, change management, organizational development, nonverbal communication.
- President's Recognition Award. Dean's List.

TRAIN-THE-TRAINER PROGRAMS: Price-Pritchett (2007), FranklinCovey (2005, 2001) Snohomish County Public Utility District (1999), ExecuTrain (1992), Chemical Bank (1990).

ADDITIONAL TRAINING: supervisory skills, accelerated learning, leadership, ethics, diversity, dealing with difficult people, mindmapping, customer service, training, time management, stress management, coaching, human resources issues, Scrum, Crucial Conversations®.

O T H E R E X P E R I E N C E

SOFTWARE: Word, Excel, Outlook, PowerPoint, Access, Project, Lotus Notes, Dreamweaver, Fireworks, Captivate, Flash, Photoshop, Photoshop Elements, WordPress, Quicken, Character Builder, MindManager, MediaWiki, Lotus Sametime, Netspoke, WebEx, Adobe Connect; LearnerWeb and Learn.com LMSs.

ORGANIZATIONAL DEVELOPMENT TOOLS: Myers-Briggs Type Indicator®, StrengthsFinder®, People Styles®, MindStyles®, Insights®, Campbell Organizational Survey®, Strategic Planning for Results®, Emergenetics®.

Current and former affiliations – Toastmasters International, American Society for Training & Development, International Society for Performance Improvement, eLearning Guild

Certified Facilitator – 7 Habits of Highly Effective People®,
Business as UnUsual®, Certified Scrum Product Owner