

APRIL J. BLUEBIRD

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TECHNICAL WRITER / FACILITATOR

Corporate Training • Communications • Organizational Management

Top-performing technical writer and training coordinator with 25+ years' experience developing winning training programs that promote employee and company growth and development. Expert in identifying areas for training and process improvements, developing procedures that improve efficiencies, and linking training to employee performance goals. Proven success facilitating projects, assembling and managing highly effective teams, and creating superior training curriculum and materials. Partner with key stakeholders to align training goals with organizational improvements. Effective communicator, polished facilitation skills, and strong program development abilities. Deadline-focused and highly detailed professional. Respected leader and valued contributor to cross-collaboration teams.

Business & Technical Writing • Training • Instructional Design • Quality Improvement • Editing
Program Development • Process Re-engineering • Operational Streamlining • Needs Assessments
Technical Specifications • Process Improvement • Corporate Communications • Leadership

PROFESSIONAL EXPERIENCE

THE WORD

09/2009-Present

Sole Proprietorship

Researched, wrote, and edited materials for a variety of industries including construction, education, and healthcare. Interpreted and communicated complex information in a clear and logical format. Created both internal and external documents and materials following established publishing practices and standards.

Researched and wrote various sections of proposal responses for topics such as comprehensive health care services for department of corrections and clinical trial for the treatment and prevention of drug abuse. Gained basic understanding of the clinical trial process including FDA, NIH, GCH and ICH regulations and policies.

ELMS HOSPITAL, Las Vegas, NV

07/2011-05/2014

Volunteer Services Program Coordinator

Managed, coordinated, and administered volunteer program for the hospital including recruiting, training, and evaluating a diverse group of volunteers in a variety of departments within the facility. Designed and implemented innovative service programs for 100+ volunteers that promoted goodwill, support, and assistance to patients, their families, visitors, and staff.

ELMS HOSPITAL, Las Vegas, NV

08/2012-05/2013

Unit Coordinator / Patient Behavioral Sitter

Assist in planning, organizing, implementing, and evaluating the activities occurring in the Intensive Care and Intermediate Care units of the hospital providing administrative and clerical support. As Patient Behavioral Sitter, provide personal individualized monitoring to patients identified as at risk to

harming themselves or others. Assist with gathering information, which aids in implementation of patient care.

SECURITY SERVICES, Las Vegas, NV

09/2009-11/2010

Consultant

Served as a management consultant for a security company selling and installing commercial and residential security systems. Tasked with reviewing critical business and accounting procedures and determining methods to streamline processes and maximize resources. Identified areas for process improvements and implemented strategies to increase efficiencies and improve operations

- Implemented online electronic records system providing multiple locations access to customer records.
- Created “ad hoc” reports allowing greater revenue visibility and improved sales opportunities.
- Instituted key procedures that improved compilation and retention of customer information.
- Developed operations manual ensuring company adherence to policies, procedures, and processes.

CARPENTERS & JOINERS OF AMERICA, NV

06/2006-09/2009

Training Facilitator/Technical Writer

Developed curriculum for international training program for 500,000+ member construction industry union consisting of carpenters, millwrights, pile drivers, and lathers.

Assembled and directed teams of subject matter experts (SME’s) to development course curriculum, instructional materials, and training books that included procedures for instructors, apprentices, and journeymen. Collaborated with teams to determine project goals and objectives, facilitated course development, and resolved conflicts ensuring teams stayed focused on project goals and objectives.

Captured team ideas and changes assuring technical accuracy of information. Facilitated team reviews of materials, edited course materials, and submitted curriculum to project managers and technical coordinator for review and client acceptance. Independently wrote training materials and designed curriculum using approved outlines, templates, and procedures.

- Oversaw, wrote, edited, and guided creation of 10 different books and training manuals.
- Facilitated completion of student and instructor materials 6-months ahead of schedule.
- Created 10 outstanding teams of different SME’s resulting in highly accurate project documentation.
- Successfully established clear project standards and goals that helped teams stay on task.
- Facilitated course development process from initial creation to final client acceptance and publication.
- Researched information and with team created additional instructional materials, including PowerPoint presentations, speaker notes and instructor reference materials, to enhance training.

POWER CALIFORNIA, Laughlin, NV

02/1982-06/2006

Training Coordinator

Conducted needs assessments, developed and delivered training materials, and coordinated training programs for Power Plant Maintenance department of largest electric producer in US with 13M+

customers. Coordinated 160+ employee and management training sessions per year. Performed training needs assessments for 200+ employees, recommended training programs, and partnered with department managers to link training to individual employee performance. Developed and delivered 6-month on-the-job training program to enhance new employee and apprentice awareness of technical and maintenance procedures and processes. Created and facilitated programs to improve journeymen skills, evaluated participant performance, and administered quality improvement programs.

- Coordinated Diversity training for 325 employees' completed training 9-months ahead of schedule.
- Oversaw Ethics training for 75 management employees' and completed 3-months prior to deadline.
- Implemented strategic recommendations resulting in increased productivity, job satisfaction, and safety awareness.
- Effectively communicated senior-level activities to all employees resulting in greater awareness, understanding, and support of program initiatives.

Lead Auditor for ISO 9001

Developed audit plans, supervised team during internal audits, and communicated audit findings to senior management resulting in improved process deficiencies.

Trainer

Administered all curriculum taught within Maintenance and Operations departments. Developed and coordinated Ethics Awareness and Quality Improvement program training for all new employees.

Collaborated in delivery of Crosby Quality Management program to 700+ employees in three locations and scheduled training for 250+ employees at one location.

- Key contributor to moving organization toward process-based management and improving efficiencies by delivering high-quality and effective training programs.
- Dale Carnegie instructor in public speaking.

Project Analyst

Designed, implemented, and directed program that streamlined corrective action process for "on-the-spot" remedies to safety and unit reliability issues. Developed timelines and organized \$4M 6-week planned outage budget for Electrical department including tracking and forecasting labor costs, estimating labor resources, and communicating budget and plans to department manager.

- Improved employee relations and communication by implementing corrective action procedures.
- Increased efficiency 98%+ by designing, testing, and interfacing two time-keeping software programs.
- Successfully converted manual budget tracking process to computerized system resulting in improved monitoring and accountability of multi-million dollar projects.

HOME OWNER ASSOCIATION, Las Vegas,

07/2008-05/2011

President, Secretary/Treasurer

Maintained minutes and official records ensuring information is accurate and accessible to members and authorized representatives. Developed and managed annual budgets of \$300K+. Reviewed financial reports in accordance with state and federal regulations and maintained property with no annual assessments increases.

EDUCATION & CREDENTIALS

Master of Health Administration, University of Phoenix, Las Vegas, NV
Master of Arts, Organizational Management, University of Phoenix, Las Vegas, NV
Bachelor of Science in Business Management, University of Phoenix, Las Vegas, NV

Proficient in MSOffice, Word, Excel, PowerPoint, Publisher,
Outlook, One Note, and Smart Draw