

Victoria A. Sublette

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BUSINESS EXPERIENCE

CALUMO Labs, North Sydney, NSW

2/2008 to present

Manager of Learning and Development, CALUMO Solutions

Manage corporate training organisation, *the CALUMO Academy*. L&D responsibilities include designing client training packages, writing and producing technical documentation, delivering training communications, and selling training to prospective clients. In addition, as senior member of the software development team reporting directly to the Chief Operating Officer (COO), provide expertise in the development and production of various types of corporate projects and written communications.

- ◆ Write, design and produce training toolkits including: training manuals, instructors' guides, slide sets, and student workbooks for CALUMO Academy training courses
- ◆ Develop user guides and technical documentation for company's Business Intelligence software
- ◆ Produce marketing materials including writing copy, page layout, and design
- ◆ Create sales document templates, proofread, and edit sales documents
- ◆ Write and produce company guides for writing and desktop publishing
- ◆ Manage CALUMO Academy logistics

'yes' Optus, North Ryde NSW

2/2007 to 2/2008

Instructional Designer and Trainer (contract)

Developed and delivered training courses for Capital Training department within the Optus HR division. Training courses focused on the sale and support of new technologies and products offered to customers within the Consumer, Small-Medium Business (SMB) and Optus Business (OB) groups. Primary delivery method was face-to-face classroom style to Optus employees and business partners throughout Australia.

- ◆ Provided face-to-face training for teams in the following groups: Optus Business, Wholesale, retail, telemarketing, customer care, mobile technical support and premium technical support
- ◆ Designed and developed training materials such as PowerPoint slides, Leader Guides, course handouts, bulletins and workbooks
- ◆ Created Captivate simulations for technical team to use in classroom and for reference material
- ◆ Initiated training of remote students using WebEx technology
- ◆ Training courses received 95% assessment feedback rated very good to excellent
- ◆ Provided ongoing training to colleagues on using Captivate and WebEx for instructional design
- ◆ Facilitated WebEx sessions for other teams within the division

Savv-e eLearning, Crows Nest NSW

9/2006 to 12/2006

Instructional Designer (contract)

Developed high-level designs, instructional design and scripts for eLearning modules for the Defence Department and finance industry. Collaborated with the graphic design and programming team to produce creative, high-end eLearning products.

- ◆ Developed concept, instructional design and scripting for Defence Department campaign that included an eLearning module, posters and brochures.
- ◆ Designed eLearning web site with exercises and interactivity to support National Australia Bank's Leadership Program initiatives
- ◆ Provided software testing support

A.S.K. Learning, North Sydney NSW

2/2006 to 9/2006

Senior Instructional Designer & Project Manager

Designed interactive Flash-based eLearning modules and managed key accounts such as Qantas, Sony and Westpac. Developed instructional design for customer service, sales methodology, and product knowledge eLearning programs. Managed complete development process, from analysing client needs to final delivery of eLearning and continuing client support.

- ◆ Instructional design: wrote storyboards, voice scripts for voice-over talent, created content maps, collaborated with Flash development team and illustrators
- ◆ Project management: managed budgets, resources, created project plans, developed client relationships with large corporate clients in Australia, Singapore and the USA
- ◆ Sales support: assisted sales managers by writing sales proposals, developing project estimates and resource costs
- ◆ Supported team members by proofreading, editing and advising on learning strategies

BT (Westpac Banking Corporation), Sydney NSW

11/2005 to 1/2006

Instructional Designer (contract)

Wrote and designed user manuals for new ORCA (Operational Risk and Compliance Application) system developed for the BT/Westpac organisations.

- ◆ Collaborated with SMEs, project managers and Westpac management to assess training needs
- ◆ Developed Visio content maps for the compliance application component of the ORCA system to simplify complex system processes

Agilent Technologies, Inc., Palo Alto CA

11/1999 to 11/2005

Communications and Training Manager (contract)

Designed and implemented communication and training programs for several groups within Agilent Technologies. Majority of consulting projects included: instructional design for eLearning programs, web meeting design and facilitation, employee communications and training.

- ◆ Instructional Designer and Project Manager for Legal Department's *Sexual Harassment* and *Assisting the Virtual Trainer* eLearning course series
- ◆ Facilitator and trainer for global web meetings using Webex and LiveMeeting web meeting technologies
- ◆ Instructor for *PowerPoint*, *WebEx*, *Communication Skills* and *Excel* courses for eLearning and face-to-face classroom courses for Agilent employees worldwide
- ◆ Manager for GTT Communications and Training programs: provided training, reporting, planning and interviewing services to executives and upper management
- ◆ Advisor and consultant to Agilent Executives on communications projects and initiatives
- ◆ Designer, writer, and producer of monthly electronic newsletters for Global Tax and Trade

International Network Services, Sunnyvale CA

2/1998 to 7/1999

Communications Designer

Wrote documentation and speeches for executive team, created presentation and layout designs for Corporate Communication's worldwide company projects.

- ◆ Drafted INS Communication Plan
- ◆ Created digital designs for Corporate Communications publications, campaigns and projects
- ◆ Introduced AVI technology and special effects into company's PowerPoint presentations for Vice-Presidents, CEO, and Chairman of the Board
- ◆ Designed, desktop published and edited *Career Development* documentation for Human Resources (90 page document)

Support Solutions (Optus), North Sydney NSW

6/1995 to 11/1997

Senior Support Analyst and Trainer (contract)

- ◆ Developed the *New Analyst Training Program*. Created all training materials, exams and training schedules. Responsible for introducing new trainees to the Optus and Support Centre environments and ensuring their ability to fulfil their role as Support Analysts
- ◆ Assisted with transition of employees of acquired company. Delivered presentations to over 100 employees instructing them on Optus Communications procedures and practices
- ◆ Initiated first *Support Group Training Program*. Created PowerPoint slides, handouts and training materials and presented them to support groups throughout Sydney and Melbourne
- ◆ Wrote, designed and desktop published *The Quantum Administrator's Manual* for Windows and *The Quantum Users Guide* for Macintosh users of the *Quantum Helpdesk* software program
- ◆ Created the *Support Online Manual*, *Support Centre Induction Kit* and the *Train the Trainer Guide* for in-house training of Support Analysts

EDUCATION

University of Sydney, NSW, Australia

Master of Applied Science, Health Psychology. Completed November, 2010.

San Jose State University, San Jose, California

Bachelor of Arts degree in Industrial/Organisational Psychology with a minor in Communication Studies. President's Scholar. Graduated Cum Laude May, 2000.

College of San Mateo, San Mateo, California

Graduated with Associate in Arts degree in Liberal Arts; Honours; June, 1988.

SPECIALISED TRAINING

Certificate IV in Training and Assessment TAA40104

Hornsby TAFE July, 2007



Academic resume, references, and portfolio available upon request.