John Eckert
Training Leadership and Design

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MISSION

Apply my expertise in business process and technology to support a winning team, and to plant roots in a growing business

TRAINING LEADERSHIP EXPERIENCE

Lead Instructional Designer
U.S. House of Representatives, Washington DC | Sparks Group
April 2021 - February 2022

Led the Congressional Staff Academy's curriculum development team
Fulfilled federally mandated training requirements for 3k staff
Successfully won training business back from third-party, saving CAO 100K/year
Performed business and site analytics to consult executive leadership
Led adjunct faculty and executive leadership seminars
Automated training workflows via new processes and technologies

Lead Instructional Designer
CGI Group Inc., Fairfax, VA | Federal Contract (DEFEND), Department of Justice
August 2018 - May 2020

Led a team of consultants handling client-facing training initiatives
Successfully launched onboarding and cybersecurity uptraining programs
Administered CMS and project tracking software
Performed user research for integration layer technology
Partnered with PMO to create SOPs and templates and enforce best practices
Handled sensitive information, held public trust clearance

Training Developer II, Business Analyst III
DISH Network, Englewood, CO | Customer Experience Team, DISH HQ
March 2016 - April 2018

Designed and developed courses and curricula for 10k global staff
Edited internal business communications on-the-fly to meet time-sensitive needs
Successfully won and delivered customer service curricula for DISH subsidiary, Sling
On-camera and voice lead for DISH internal communications
Promoted to analyst to consult on companywide CX initiatives
Liaison to executive stakeholders, responsible for workforce meeting strategic goals

Instructional and Accessibility Specialist
Rutgers, The State University of NJ, Piscataway, NJ | Office of Research Technology
June 2013 - August 2014

IT Liaison to Disability Services handling related accounts and technology
Created and administered accessibility.rutgers.edu
Authored and successfully passed accessibility proposal through school legislature
Designed and delivered digital course content for faculty and staff
Managed team of training developers and customer support staff
Attended CSUN 2014 and Web Conference at Penn State 2014

HIGHER EDUCATION

B.A. *(Double Major)* Information Technology, Psychology
Rutgers, The State University of New Jersey | School of Communication and Information
August 2009 - December 2013
FOCUS: Human Computer Interaction and Learning

RELEVANT EXPERTISE

Accessibility and Section 508
Account Management
Adobe Creative Suite
Articulate Storyline
Consulting
Content Strategy
Copy and Policy Writing
Customer Service
Data Analytics and Visualization
E-Learning Tools and Platforms
Graphic Design
Information Architecture
Interaction Design
IT and Cybersecurity
Management
Microsoft Office Suite
On-Camera and Voice Talent
Product and Systems Design
Project Management and DevOps
Staff Training and Adult Education
Survey Methodology
User Research
UX/UI Design and Development
Video Production and Animation
Web Design and Development

PORTFOLIO

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