

# Phil Zenner

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**Objective** Remote (home-based) short term (less than six months) eLearning design/develop contracts.

**Experience** 2010-2011 Zenner Enterprises Atlanta, GA  
**eLearning Consultant and Freelance Developer**

- Dec – present: AGCO Corporation – Spare Parts Planning eLearning training course design and development
- Sep – Nov 2011: Palladium Alliance International - eLearning sales training module design and development, using Articulate
- August, 2011: AGCO Corporation – Parts planning technical certification eLearning module, using Moodle and Captivate 5
- Feb – May, 2011: Association of Clinical Pastoral Educators (ACPE) Used Lectora to design and develop a widely praised eLearning module for the on developing your elevator speech as a spiritual care provider.
- Jun – Aug 2010: American Society of Training & Development (ASTD) technology-based learning special interest group competition. Won the ASTD eLearning excellence award for designing and developing an eLearning course on using Microsoft Suite's SmartArt graphics.

Retired from Servigistics in December of 2006. Was informed by my financial advisor early in 2010 that I would likely need to return to work.

2000-2006 Servigistics, Inc. Atlanta, GA  
**Director of Training Services**

- Chosen as the Instructional Designer who would create and deploy the company's first training programs, and tasked with focusing separately on the needs of clients, prospects and technical staff.
- Won MVP Award at the end of 2001 for contribution of presale training program and client training references to company growth. Product and training revenues sustained a 70% annual growth rate for the next five years. The company became the world leader in Strategic Service Management solutions.
- Responded to growing product complexity by creating blended learning programs to deliver a timely mix of instructor-led foundational training, a library of eLearning follow-on modules, role certifications, and web conferencing forums. Facilitated time zone and geographic independence through creation of an effective blended program leveraging an extensive library of eLearning modules.
- Promoted to Director of Training Services. Given overall responsibility for training development, delivery, packaging, pricing and quality for all employees and clients in North America, Europe and Asia. Hired, trained and managed a staff that grew to twelve trainers, including specialists in instructional design, technical writing, and training tools management.

1990 - 2000                      CDCI                                      Atlanta, GA

**Manager, Training and Instructional Design**

- Hired as a technical trainer in 1990. Increased repeat sales revenue by addressing customer hurdles made apparent by on-site consulting.
- Promoted to Chief Trainer in 1995. Transformed training and consulting from an overhead item to a corporate profit center.
- Promoted to Training Manager in 1998. Reduced support department costs and incoming phone calls by 50%. Curricula and training materials consistently evaluated as “outstanding” by training participants and by management.

1986-1990                      Entré Computer Center                      Marietta, GA

**Advanced Technology Services Consultant**

- Created a group responsible for consulting, servicing and training major clients on networks and financial accounting systems.
- Consultive sales support pushed monthly revenues past \$4,000,000
- Promoted from Networked Systems Consultant to Advanced Technology Services Consultant in 1989
- Became the fourteenth Certified Novell Engineer in Atlanta

1983-1986                      Infoservices - SCS/Compute                      Tucker, GA

**Technical Trainer**

- Trained, supported, documented and consulted nationally on comprehensive accounting system for PRIME minicomputers.

**Education**                      B.A. degree, 1977                      Rollins College                                      Winter Park, FL

- Skills**
- Adobe Certified Expert, Captivate 5
  - Instructional Design expert
  - eLearning development using Lectora X, Captivate 5, Articulate Studio '09, Photoshop, Adobe Audition – see [www.philzenner.com](http://www.philzenner.com) for work samples
  - Training program development expert
  - Moodle Learning Management System (LMS)
  - Trainer Management (Hiring, training, and motivating trainers)
  - Microsoft Office 2010 Suite

**Affiliations**                      Member of the ELearning Guild, the American Society for Training and Development (ASTD), Adobe Captivate Enthusiasts, Instructional Design and E-Learning Professionals Group, E-Learning Advocates

**References**                      Available upon request