

# Kevin Love

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## Technical Writing and Training Specialist

Demonstrated experience selecting the proper technical training media using various tools including slide presentations, videos, student workbooks, job aids, and skill assessments created with knowledge from technical manuals, online research, subject matter experts, hardware engineers, software engineers and service personnel for instructor-led training.

### **InRollPlus**

**May 2018 – August 2018**

#### **Business Analyst II / Senior Training Specialist**

- Developed User Guide for internal employees and external clients to aid in their understanding of the SaaS system configuration and programming environment.
- Created a User Story Template for use by the Software Developers, EDI Back End Developers and for the Quality Assurance testers on the team.
- Built central LMS infrastructure including PowerPoint, e-Learning, Video, Audio, PDF and other associated file types to service 42 offices needing to provide instructor-led training.

### **thyssenkrupp Elevator (tkE) Americas**

**August 2016 – May 2018**

#### **Training Program Manager**

- Created and maintained job/task analysis, training needs analysis, design documents, storyboards, e-Learning scripts, project plans, and other artifacts for various training projects. Applied project management principles and tools to direct the instructional design process to deliver results on time, on budget, and within scope.
- Developed and maintained training materials, documentation, manuals, job-aids, quick-reference guides, and other training aids for instructor-led training. Collected and analyzed program data to evaluate training courses and program effectiveness.

### **U.S. Employment Benefits Service Group**

**April 2016 – August 2016**

#### **Senior Learning and Development Specialist**

- Worked directly with the chief technology officer, national sales director, and business owner to create effective, directed instructional-designed documentation for each client.
- Developed a training program to roll out the next phase of a revolutionary online, on-boarding system for clients and employees. The training used web-based and instructor-led formats to deliver directly to the end consumer in a responsive manner including delivery to desktop, laptop, tablet, and mobile phone formatted to scale to each user interface.

### **PennyMac**

**April 2015 – April 2016**

#### **Instructional Designer / Program Management**

- Partnered with clients to conduct a needs analysis to develop overall course/curriculum goals, requirements and specific course objectives. Acquired and applied advanced knowledge of the business to create training materials that solve business needs.
- Managed each development project with standard project management processes. Designed, developed, and managed text, graphics, animations, simulations, and/or assessment instruments for e-Learning and instructor-led courses. Develop facilitator scripts and participant guides for ILT or performance support materials.

- Led the creation and development for a series of web-based and instructor-led modules for a significant change to industry rules and regulations for compliance that underwent legal and compliant-led senior vice president scrutiny and examination.

**HireGenics / Southwest Airlines**

**November 2014 – April 2015**

**Senior Technical Writer / Presentation Portfolio Role (Short-term Contract)**

- Creating brand new documentation from scratch interviewing engineers, subject matter experts, managers and program managers within the Network Planning organization.
- Writing manuals for software utilization, parameter tuning, network scheduling performance, virtualization server configuration, and project tools.
- Developing an internal course for engineers and program managers on how to present technical information to senior-level management and gain buy-in and support for their ideas.

**CoreLogic**

**October 2012 – May 2014**

**Senior Technical Writer and Vendor Trainer**

- Provide remote technical support to external customers for web tool configuration by phone and remotely by computer while co-developing troubleshooting procedures documentation for internal and external use in problem isolation.
- Consult with management to gain knowledge of work situations requiring documentation, analyze situation and data, develop documentation solutions to address business needs.
- Gather information on new products and product enhancements, developing and updating materials and curriculum design. Develop training materials based on problem analysis and deliver through web-based and computer-based training.

**Sabre Holdings**

**January 2012 – July 2012**

**Senior Training Development and Documentation**

- Write and produce technical curriculum and provide ILT training and work with the online training developer to create CBT materials while adhering to adult learning theories.
- Create training roadmaps for various technical positions while structuring internal certification paths for employees. Collaborate with trainers internationally to ensure consistency and best practices with the teams.

**ActionLink / LG Electronics**

**February 2011 – December 2011**

**Field Technical Trainer and Documentation Specialist**

- Training committee lead for a team of 25 individual contributors analyzing their training requests and developing a feasible plan, scope of work and training schedule working with LG. Ensure each team member has a voice for their individual training needs for both technical and soft skills learning and technical documentation.
- Scheduled and conducted classroom face-to-face and on-the-floor training for store teams regarding technical product knowledge for local and regional accounts across the U.S.

**Hewlett-Packard Company**

**June 1986 – July 2009**

**Senior Technical Writer and Training Development**

- Wrote System Administration Guides, User Service Guides, Installation Guides, Troubleshooting Guides, and Site Preparation Guides for server virtualization, networking, and installation.
- Led and delivered an e-Learning documentation project designed for customer self-repair reducing support costs while assisting the HP customers with a quicker self-repair strategy.
- Led a team of writers, subject matter experts (SMEs), graphics artist, and programmers to produce an e-Learning tool for internal-only usage among the global field service group.

**EDUCATION**

- MBA, e-Commerce Marketing, University of Dallas
- BS, Electronics Engineering Technology, Texas A&M University