

TROY N. BROAS

Summary

Instructional Technology professional with over 15 years of experience in LMS Administration, E-learning/Instructional Design, and User Interface design.

Expertise

- Experience evaluating, selecting and administering Learning Management Systems
- Experience providing technical support for learning technology platforms
- Expert skills in E-learning Design and Development
- Experienced in Instructional Design and Script/Narration writing and recording for E-learning
- Excellent time and project management skills
- Experience hiring and managing a team of E-learning developers
- Expert skills with E-learning development tools such as Adobe Captivate, Articulate Storyline
- Expert skills in creating templates and standards for E-learning development
- Experienced in creating system simulations and product demos for technical/software training
- Experience with both mobile and web-based application design
- Experience with hand HTML, JavaScript, Google Apps Script and CSS
- Expert documentation skills including technical writing, Information Mapping, Microsoft Word, Visio, and PowerPoint
- Experience leveraging APIs
- Experience creating reporting dashboards via Looker
- Excellent written and communication skills
- High interest in ongoing research into emerging tools and technologies

Education

University of North Florida
Jacksonville, FL

- B.S. Computer Science

Certifications

- Systems of Instructional Design
- Information Mapping Structured Writing

Work History

Jan. 2020 – Jan. 2024 Netskope Santa Clara, CA (Remote)
Sr. LMS Administrator/Systems Admin (Remote Employee)

Responsible for the management of 3 instances of the LMS, serving a population of approximately 35K for internal employees, customers and partners. Provide troubleshooting and support for LMS related issues. Partner with cross functional teams to integrate the LMS with Salesforce and SSO. Partner with HR/CISO to manage annual compliance training. Leverage APIs and Google Apps Script to integrate data into Looker dashboards and to create and automate LMS functionality. Provide reporting and metrics to upper-level management. Create and manage the Academy website. Provide video editing and content upload into the LMS for various teams across the organization. Package, publish and test SCORM courses and assessments in the LMS. Create and manage groups, courses and Learning Paths in the LMS to automate the assignment and delivery of course content. Partner with Channel team for various training initiatives. Assist with the management of the Netskope Certification Program. Act as a liaison between Netskope and LMS vendor and support teams.

Nov. 2018 – Jan. 2020 Netskope Santa Clara, CA (Remote)
Sr. Instructional Designer/LMS Admin (Remote Employee)

Responsible for leading the effort to migrate the Sales Enablement platform from MindTickle to Brainshark. Responsible for implementation of the LearnUpon Learning Management System for use by internal, partner and customer audiences. Act as lead LMS administrator. Develop interactive E-learning modules for SaaS technical product training using Articulate 360. Develop hands-on lab guides for partner technical enablement training. Responsible for loading and configuring compliance e-learning modules into the LMS. Manage the vendor sourcing and selection of virtual lab environments for hands-on-lab training. Graphic/visual design for LMS customization and course creation.

Oct. 2014 – Nov. 2018 Hortonworks Santa Clara, CA (Remote)
Lead E-learning Developer/LMS Admin (Remote Employee)

Develop web-based technical training and enablement content for the Hortonworks Big Data Platform. Act as LMS administrator for Hortonworks University online learning portal. Leading the effort to create the Hortonworks University video-based learning program. Assist in the implementation of the Skilljar Learning Management System. Customize the UI of the LMS with hand-coded HTML/CSS. Update/maintain training website on Hortonworks.com (Wordpress). Develop standards and documentation for best practices in eLearning development, including the use of Camtasia and Articulate storyline. Assist with management of Big Data Certification program and partner enablement program. Manage Hortonworks University content repository. Create and manage Hortonworks University support portal/Help Desk (Zendesk). Create/Maintain Hortonworks catalogs, sales brochures and materials.

Dec. 2009 – Oct. 2014 Lender Processing Services Jacksonville, FL
UI/UX Designer

Consult with stake holders to increase usability to existing and new functionality for web-based suite of applications. Interpret requirements documentation to develop process flows, wireframes, high fidelity mockups and prototypes. Research emerging tools such as HTML5 and CSS3 to determine how they can be leveraged in future products. Participated in the development of mobile applications (iPhone) and created UI elements and layout. Research rapid prototyping tools (iRise, Axure) to provide recommendations to management for improvements to UI/UX design process. Develop UI and skins for Adobe Flex applications. Assist with the documentation of UI guidelines and best practices to foster consistency in front-end development. Develop high-fidelity mockups/prototypes for new web-based and mobile (iPhone) applications.

Dec. 2007 – Dec. 2009 Lender Processing Services Jacksonville, FL
E-learning Manager/LMS Administrator

Led the E-learning initiative to incorporate web-based training into the organization used by internal and external clients. Consult with Training Managers, VP of Training and other stakeholders to determine training needs and recommend appropriate solutions. Develop templates for use with Articulate Presenter, PowerPoint, Captivate and Quick Reference Guides to give training materials a consistent "branded" theme across all platforms. Design, develop and maintain Training website used to house eLearning courseware, FAQs, and Quick Reference material using hand coded HTML, CSS and JavaScript. Assist in the selection of company LMS. Administer LMS, including uploading/publishing courses, managing users and running reports. Interview, select and mentor a 5 member E-learning development team.

Skills

Learning Management Systems

- LearnUpon
- Skilljar
- Skillport
- Brainshark
- Saba

E-learning Software

- Adobe Captivate/Articulate 360
- Camtasia/Adobe After Effects

User Experience/Graphic Design:

- Graphic Design for E-learning Development
- UI/UX Design for Mobile (iOS) and Web Applications
- Wireframe, Mockup and Prototype Development