

Jolanda 'Jody' Caulton, M.Ed., PMP

Skills Summary

A results-oriented professional with 20+ years of instructional design, training development, program implementation and training delivery experience. A dynamic team leader with exceptional interpersonal and communication skills and an extensive background in the following broad-based competencies:

- Performance Enhancement Based Instructional Design & Development for Instructor-Led, e-Learning, and Blended Training Solutions
 - Adult Learning Principles and Instructional Design Methodologies
 - Curriculum Development Program and Project Management
 - Best Practice Utilization of Instructional Technology
- **Demonstrated experience in training delivery and course development** with specialized expertise in deploying engaging instructor-led learning and interactive multimedia e-learning experiences.
 - **Adapted a training methodology that engages and captivates participants** through the use of humor, anecdotes, real-work/life scenarios, games, relevant activities and quizzes that enhance learning and retention.
 - **Skilled in conducting comprehensive 'Training Needs Analysis'** and evaluation of ROI and overall training effectiveness.

Professional Certifications and Training

- Oracle Certified Expert, Siebel Customer Relationship Management (CRM) 8 Business Analyst (2015)
- PMI Project Management Professional (PMP) Certification - License #1366084 (2010)
- Scrum Master Accredited Certified - #86536121349781 (2018)
- Six Sigma Green Belt Certification, Emory University (2008)
- Lean Six Sigma Training (2015)

Employment History

THE HOSKINS GROUP, INC. (CONYERS, GA)
(SELF-EMPLOYED INDEPENDENT
CONTRACTOR)

PROJECT DESIGNATIONS: **PRINCIPAL CONSULTANT,
PROJECT MANAGER, BUSINESS PROCESS/SYSTEM
ANALYST, INSTRUCTIONAL DESIGNER, TRAINER**

2007 — PRESENT

Project Summary Highlights Include (noninclusive):

Project Name: Freelance Technical Writing and Documentation Projects

Client: QB Consulting Group, Atlanta, GA

Project Duration: March 2018 to Present

Project Technology Used: Microsoft (MS) Office, Visio, SharePoint, Adobe InDesign, Photoshop, SnagIt

Project Role: Serve as a **Technical Writer/ Business Analyst**. Responsibilities include gathering requirements, writing and editing technical documents supporting business proposals for government and commercial contract bids, planning documents, operational procedures and product/project documentation within clients' stringent requirements and strict deadlines.

- Confer with stakeholders, marketing department, IT application developers, subcontractors, and vendors to establish technical specifications and determine subject material to be developed.
- Author technical and how-to procedural documentation.
- Perform quality assurance, draft, and edit newsletters, project plans and reports, and other deliverable documents for content, grammar, and style.
- Participate on projects that focus on increasing efficiencies in operational areas, key performance areas, and quality.
- Conduct assessments of workflow processes and document the process in a diagram format.
- Recommend improved processes and document each process in a diagram format.

Project Name: Oracle Utilities Service Order Management (SOM) System Implementation

Client: City of Atlanta Government

Project Duration: April 2016 to November 2017

Project Technology Used: Oracle Service Order Management (SOM), Microsoft (MS) Office, Visio, MS Project, Hansen 8.0, SharePoint, Oracle Learning Management System (LMS)

Project Description: *The project consisted of the development, design and implementation of a custom-developed Service/Work Order Management System (from the Oracle Field Services Cloud application) and a Warehouse Management System (WMS).*

Project Role: Served as a **Sr. Business Analyst/ Lead Instructional Designer/ Trainer** during the assessment, evaluation, design, development, and implementation phases of the project. Responsibilities included:

- Facilitated workshops with the business owners and technical leads to create the 'As-Is' and 'To-Be' business processes, proof of concept architecture flows and requirement specifications.
- Provided end-to-end training project oversight from the scoping phase to project closure. Directed instructional designers and content authors in planning and executing the successful deployment of the training curriculum.
- Delivered end-user training to field service and warehouse staff end-users.

Project Name: Georgia Gateway– Integrated Eligibility System (IES)

Client: Deloitte; State of Georgia

Project Duration: January 2016 – March 2016

Instructional Technology Used: PowerPoint, Adobe Captivate (for system simulations), Georgia Gateway – Integrated Eligibility System (IES)

Project Description: *The project consisted of implementing and training a new state-wide integrated eligibility system to consumers and state eligibility workers used for application submission to benefits issuance for health and human services such as WIC, Medical Assistance (Medicaid), SNAP (Food Stamps), TANF, LIHEAP and Childcare.*

Project Role: System Trainer. Responsibilities included:

- Facilitated 3 or 7 day instructor-led pilot sessions using multiple training tools (i.e. participant guides, job aids, PowerPoints, system simulations) to deliver training.
- Provided instructional development support to the existing training materials, as needed.
- Evaluated trainees' performance via observation, assessments and/or classroom exercises.

Project Name: Oracle Siebel Customer Relationship Management (CRM) System Implementation

Client: City of Atlanta Government, ATL311 Customer Service Center

Project Duration: August 2012 to September 2015

Instructional Technology Used: PowerPoint, Oracle Siebel CRM system, Hansen 8.0 system, Adobe Captivate (e-Course development for activities), SMART Board, Oracle LMS

Project Description: *The project consisted of building out the Atlanta 311 program, a multi-year, enterprise initiative which included implementing Oracle Siebel CRM (a cloud solution) as a global platform to provide a consolidated contact and information system for service request intake, case management, tracking disposition, and work order management. The technology solution interfaced with several existing legacy work order systems in order to provide users with a centralized data repository and consistent front-end user interface.*

Project Role: Served as an **Instructional Designer / Trainer** during the development and implementation phases of the project. Responsibilities included:

- Provided end-to-end training project oversight from the scoping phase to project closure. Managed instructional designers and content authors in planning and executing the successful deployment of the training curriculum.
- Prepared, scheduled and facilitated CRM system training to 300+ existing and new call center end-users.
- Conducted small group and individual face-to-face and virtual web-based training sessions in the field offices, as needed.
- Utilized advanced technology into each training session including emphasis on mobile users.

Project Name: DeKalb 311 CSC/ Oracle CRM New Hire Training

Client: DeKalb County Government, 311 Citizen Help Center (CSC)

Project Duration: January 2015 to March 2015

Instructional Technology Used: PowerPoint, Oracle Customer Relationship Management (CRM) system, SMART Board

Project Description: *The project focus was on developing training materials and delivering a 7-day instructor-led new hire customer service training on the County's Oracle CRM application, Water Billing and Telephony systems.*

Project Role: Served as an **Instructional Designer** and **Trainer**. Responsibilities included:

- Designed and prepared course materials, job/teaching aids, skill evaluations and final assessments.
- Delivered customer handling soft-skills and system training for up to 15 new hire participants.
- Evaluated the training needs of the business and made adjustment recommendations for future sessions.

Project Name: Sungard PowerCAMPUS System Upgrade to 7.3

Client: Interdenominational Theological Center (ITC), Atlanta, GA

Project Duration: October 2011 to March 2012

Instructional Technology Used: PowerPoint, Camtasia for self-paced e-learning option, PowerCAMPUS 7.0, Moodle Learning Management System (LMS)

Project Description: *The project involved upgrading the existing PowerCAMPUS student administration system to PowerCAMPUS Self-Service 7.3. The PowerCAMPUS implementation provided a web-based application with additional functionalities for the business users and new self-service functionalities for the student community.*

Project Role: Served as a **Business Process Analyst, Instructional Designer and Trainer** with the business to elicit and analyze requirements in order to support the system implementation/data migration and train the user-community. Specific duties included:

- Facilitated workshops with the business and technical leads to create the 'As-Is' and 'To-Be' process flows and requirement specifications.
- Designed and created in-classroom and e-Learning course materials.
- Delivered training sessions to 200+ faculty members, administration staff (including the Admissions, Business, Registrar, and Financial Aid Offices), and student community users.
- Conducted 'Train-the-Trainer' sessions for the Moodle LMS Administrators.

Project Name: Oracle Primavera Unifier and uDesigner (formally Skire Unifier) Implementation Project

Client: COA DEPARTMENT OF WATERSHED MGT. OFFICE OF ENGINEERING PMO

Project Duration: AUGUST 2010 to FEBRUARY 2012

Instructional Technology Used: PowerPoint, Adobe Captivate, SMART Board, Skire Unifier and uDesigner, Oracle Learning Management System (LMS)

Project Description: *The project focus was on deploying and training the business users on Skire Unifier, a program management software for managing information throughout the lifecycle of Capital Projects from planning, design, procurement, construction including operations and maintenance.*

Project Role: Served as a **Business Analyst, Instructional Designer and Trainer**. Responsibilities included:

- Gathered and analyzed requirements with the shareholders for the City of Atlanta, Department of Watershed Management for implementation of Oracle Primavera Unifier and uDesigner (formally Skire products).
- Designed and developed the business processes and workflows in uDesigner.
- Designed and developed training curriculum materials and realistic laboratory exercises for employees and vendors using appropriate instructional design concepts and adult learning methodology.
- Facilitated training specifically on the use, configuration, and administration of Skire Unifier to approximately 220 employees and subcontractors, including end-users, project managers, IT staff, and system administrators.
- Designed and developed interactive e-Learning modules.

Additional Project Experience Includes:

CLIENT	PROJECT NAME	PROJECT ROLE	DURATION
Washington Suburban Sanitary Commission (WSSC), Laurel, MD	ORACLE UTILITIES CUSTOMER CARE AND BILLING (CC&B)/C2M SYSTEM IMPLEMENTATION	PROJECT MANAGER/ BUSINESS ANALYST	APRIL 2017- MARCH 2018
JACKSONVILLE TRANSIT AUTHORITY, JACKSONVILLE, FL	HYBRID BUS TRAINING (E-LEARNING) DEVELOPMENT	PROJECT MANAGER/ INSTRUCTIONAL DESIGNER	DECEMBER 2013 JUNE 2014
CITY OF ATLANTA GOVERNMENT, DEPARTMENT OF INFORMATION TECHNOLOGY	HELPDESK / SUPPORT TICKETING SYSTEM IMPLEMENTATION	BUSINESS ANALYST	FEBRUARY 2012 – AUGUST 2012
HENRICO COUNTY GOVERNMENT, DEPT. OF PUBLIC UTILITIES	INTERACTIVE VOICE RESPONSE (IVR) IMPLEMENTATION	PROJECT MANAGER	OCTOBER 2010 - JULY 2011
CITY OF ATLANTA GOVERNMENT, DWM CUSTOMER SERVICE	ORACLE CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM IMPLEMENTATION	PROJECT MANAGER FOR TRAINING DEPLOYMENT	OCTOBER 2008 - MARCH 2010

Previous Employment History

SPRINT NEXTEL (ATLANTA, GA) **SR. INSTRUCTIONAL DESIGNER AND TRAINER** 2002 — 2008

- Developed blended learning solutions for product sales and customer service/ call center training programs.
- Designed and conducted Train-the-Trainer sessions for trainers and regional subject matter experts (SME).
- Delivered virtual and face-to-face sessions for all beta training.

HITACHI SOLUTIONS (ATLANTA, GA) **BUSINESS RELATIONSHIP MANAGER, PROPOSAL MGR.** 2000 — 2002

- Effectively managed the account relationship for an \$8 million revenue generating account to ensure maximum customer satisfaction.
- Monitored project team activities and provided analysis to management to ensure set targets.
- Oversaw strategy and management of the project proposal teams.

SPRINT (ATLANTA, GA) **SR. INSTRUCTIONAL DESIGNER, PROGRAM MANAGER, BUSINESS PROCESS ANALYST, JR. PRODUCT MANAGER** 1988 — 2000

- Designed, developed and implemented numerous application/system, Product, and Sales training courses and programs in a variety of delivery methods including instructor-led, e-Learning, and blended solutions.
- Performed quality reviews on courseware and supporting documentation.

Software Skills and System Knowledge

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| <ul style="list-style-type: none"> ▪ ADOBE CAPTIVATE ▪ ARTICULATE STORYLINE ▪ CAMTASIA STUDIO ▪ LECTORA ▪ SHAREPOINT ▪ DOCUTOOLS | <ul style="list-style-type: none"> ▪ INFO MAPPING ▪ MS PROJECT ▪ PHOTOSHOP ▪ VISIO ▪ SNAG-IT | <ul style="list-style-type: none"> ▪ LEARNING MANAGEMENT SYSTEMS: <ul style="list-style-type: none"> ○ ORACLE ○ MOODLE ○ BLACKBOARD ○ SABA ▪ CRM SYSTEMS: <ul style="list-style-type: none"> ○ AMDOCS ○ ORACLE AND ORACLE SIEBEL ○ SALESFORCE |
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Education

- Master of Education in Adult Learning with a concentration in Instructional Technology, Strayer University, Lithonia, GA
- B.S. in Business Administration, University of Dayton, Dayton, Ohio