

# ERIK KRISTIAN HART

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## Summary

Experienced, multi-lingual, professional with progressive experience leading the design, development, and execution of instructional and technical projects across all economic sectors. Client list varies from US Department of Defense to Fortune 50 to small entrepreneurial organizations and non-profits. 12+ years partnering on Federal initiatives as management consultant, programmer, developer, designer, illustrator, and production lead. 13+ years of private-sector, commercial experience in similar roles. 8 years non-profit management experience. Achieves performance improvement by aligning training goals to business needs in continuously changing environments.

## Software and Standards

Software	Level	Software	Level
<b>Authoring Tools</b>			
Articulate Storyline	Expert	Lectora Publisher	Experienced
Articulate Rise	Expert	ArborText	Beginner
Articulate Review	Expert	MELD	Expert
Articulate Quizmaker	Experienced	Authorware	Expert
Articulate Engage	Expert		
<b>Standards &amp; Technologies</b>			
SCORM	Expert	AI and LLM	Intermediate
ADL	Expert	Prompting	Intermediate
xAPI	Intermediate		
<b>Learning Management Systems</b>			
SABA	Experienced	Blackboard	Experienced
SuccessFactors	Experienced	SAKAI	Experienced
Canvas	Experienced	Rustici/SCORM Cloud	Experienced
<b>Media</b>			
Adobe Photoshop	Expert	Acrobat Professional	Expert
Adobe Illustrator	Expert	Adobe Audition	Experienced
Adobe Flash	Expert	Adobe Premier	Experienced
Adobe InDesign	Experienced	Snag-It	Expert
Adobe AfterEffects	Experienced	ISODraw	Expert
Adobe Captivate	Experienced	Audacity	Expert
<b>Office Productivity</b>			
Microsoft Word	Expert	Microsoft Teams	Expert
Microsoft Excel	Expert	Microsoft SharePoint	Expert
Microsoft Outlook	Expert	Google Docs	Expert
Microsoft Access	Expert	Google Sheets	Expert
Microsoft PowerPoint	Expert	Google Slides	Expert
Microsoft Publisher	Expert	Kronos Timekeeping	Intermediate

<b>Software Languages</b>			
HTML	Expert	PERL	Intermediate
XML	Expert	ColdFusion	Intermediate
CSS	Expert	ActionScript	Intermediate
<b>Software Languages (Continued)</b>			
ASP	Intermediate	T-SQL	Expert
JavaScript	Expert	JSON	Intermediate
Visual Basic 6	Expert	VRML	Intermediate
Visual Basic for Applications	Expert	MS-SQL	Expert
<b>Development IDE</b>			
Visual Studio	Intermediate	Adobe Dreamweaver	Expert
MSSQL Management Console	Expert	Microsoft FrontPage	Expert
<b>3D &amp; PLM Applications</b>			
Blender	Intermediate	NX	Experienced
Unity	Beginner	ProE	Experienced
SolidWorks/Dassault	Experienced	OpenSimulator	Experienced
TeamCenter	Experienced	nGrain	Experienced

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## Professional Experience

05/22 To 02/24

UDRI via Insight Global

### Senior Course Developer

As a member of the Product Support Team within the Sustainment Transition Technologies Division, designed and developed first-use training courses to support Cold Spray and Additive Manufacturing new technology insertion into the Air Force enterprise.

- Lead developer for designing two new Cold Spray Low/High Pressure technology course for Air Force client. Designed 2-day in person courses for each, led collaborative functional team members to develop course outline, objectives and storyboards for client approval. Managing oversight of Analysis, Design, Development, Implementation, and Evaluation (alpha and beta testing) phases for course delivery in early 2023. Participated in developing Microsoft Project integrated project schedule for these courses and provides weekly status updates for the project. Met all deadlines and on track for 2023 delivery.
- Lead developer to restructure and update Additive Manufacturing Gateway online course for Air Force client. Leads cross functional team and collaborative meetings to obtain updated/new content and prepare course in Articulate RISE for delivery to client. Preparing for delivery to client in early 2023.
- Lead developer for Additive Manufacturing printer online course and a Polymer design in-person course. Conducted technical reviews and prepared enhanced course outlines/objectives to provide updated and relevant material for Air Force client. Gained approval and implemented meeting with subject matter expertise to obtain applicable updates. Kept tasks on schedule and preparing for on-time course delivery by end of 2022.
- Support developer on Cold Spray online course. Provides professional reviews and technical expertise to support fellow developer to provide feedback and advice as needed to ensure course competition and delivery by 2022.
- Developed training aids listed directly below for Product Support Course Development team to assist with standardizing course development processes and ensure standard products are delivered to client. Standard process guides will also ease onboarding of new course developers.
  - Working With Rise PDF
  - Working With Rise ICW2 series
  - ATTC Rise Development Process PPT
  - Rise Ownership Log
- Investigated implications and potential uses of Artificial Intelligence and Large Language Models in the DoD learning space. Determined and utilized security-appropriate tools to draft learner content.

#### Software Utilized

Microsoft Word	Microsoft Excel	Microsoft Access	Microsoft Outlook
Microsoft PowerPoint	Microsoft SharePoint	Acrobat Professional	Articulate Storyline
Articulate Rise	Articulate Review	Articulate Quizmaker	Articulate Engage
SCORM	Canvas	Snag-It	Microsoft Teams

**03/21 To 05/22****Carley Corporation****Instructional Designer**

As part of the Instructional Design team, collaborated with subject matter expert team and graphic artists to convert and enhance existing skills and maintenance training for United States Department of Navy NAVSEA.

- Updated and enhanced existing ICW2
- Designed ICW3/4 interactions and content for development by Graphics and Software Engineering departments.
- Employee of the Month April 2021
- In collaboration with team, refined authoring process and improved efficiency such that we were directly named as working participants in new Federal contract totaling \$200M

**Software Utilized**

Microsoft Word	Microsoft Excel	Microsoft Access	Microsoft Outlook
Microsoft PowerPoint	Microsoft SharePoint	Acrobat Professional	MELD
SCORM	ADL	VB for Applications	JSON
Microsoft Teams	HTML	JavaScript	VB for Applications
JSON			

**07/20 To 11/20****US Department of Commerce****Clerk**

As a member of the Dayton, Ohio Field Office team, performed clerical duties relevant to collection of demographic data of the population of the United States as part of the decennial count. Guided Enumerator calls to appropriate management personnel and assistance available through phone app. Provided guidance and answers to general public who called public phone line. Processed equipment returns and separation paperwork, reporting to Field and Office Management. Performed ad-hoc tasks as requested by Director and Management staff.

- Participated in effort which led to Dayton office being the second in the nation to fully complete its count

**Software Utilized**

N/A

**08/16 To 07/20****Home****Primary Caregiver**

Provided personal care, unskilled nursing care, and physical therapy for adult offspring in aftermath of emergency craniotomy. Monitored and dispensed medication. Attended medical and human service appointments as memory aide. Led prescribed at-home therapy sessions.

- Participated in rehabilitation effort which has led to offspring regaining virtually full cognitive and physical abilities and returning to university.

**08/16 To 08/16****Procter and Gamble via SOGETI****Instructional Designer**

As part of Research and Development department, worked with client SME developing instruction on use of corporate research notebooks.

**Software Utilized**

Microsoft Word	Microsoft Excel	Microsoft Access	Microsoft Outlook
Microsoft PowerPoint	Microsoft SharePoint	Acrobat Professional	Snag-It
Lectora Publisher			

**02/15 To 01/16****LUXOTTICA****Sr. Instructional Designer**

Supported Learning and Leadership Development organization within LensCrafters brand. Teamed with executives, project management, SMEs, and outside contractors driving full lifecycle design, development, and execution of instructional interventions. Collaborated with Subject Matter Experts across the organization on subjects from Customer Service to Laboratory Processes to Clinical Practice. Reported learner results to Regional and National leadership from SuccessFactors LMS.

- Designed and authored eLearning deliverables using Articulate Storyline.
- Recovered on-time delivery of eLearning for new application with evolving functionality from month's delay prior to my arrival.
- Outlined, storyboarded, and templated retail and clinical components for updated consumer experience learning; reducing seat time by 50% while retaining instructional integrity.

**Software Utilized**

Microsoft Word	Microsoft Excel	Microsoft Access	Microsoft Outlook
Microsoft PowerPoint	Microsoft SharePoint	Acrobat Professional	Snag-It
Articulate Storyline	Articulate Quizmaker	Articulate Engage	SCORM
SuccessFactors	Adobe Photoshop	Visual Basic for Applications	Kronos Timekeeping

**03/13 To 11/14****WellPoint****Instructional Designer**

Collaborated with Subject Matter Experts and stakeholders in a wide cross-section of the business to develop curricula and learning as member of Performance Support team. Managed content via LMS and proprietary CMS.

- Working with software development team, nursing staff, and performance support management, designed and developed original process documentation and attendant vILT instruction for clinical decision-making system from software requirement specification.
- Collaborated with Strategic Business Unit leadership and their designated SMEs to specify, create, and narrate prerecorded multimedia presentations explaining pending organizational changes required for compliance with Affordable Care Act.
- Reporting to Executive Vice-President and Performance Support program management, assumed role as Project Manager/Lead Designer transitioning vital business unit to internal Performance Support from third-party agency while content was in development.

**Software Utilized**

Microsoft Word	Microsoft Excel	Microsoft Access	Microsoft Outlook
Microsoft PowerPoint	Microsoft SharePoint	Acrobat Professional	Snag-It

**02/12 To 07/12****DISAM via TIER1 PERFORMANCE****eLearning Developer**

Converted storyboards prepared by Instructional Design team into functional, multimedia for presentation via Blackboard LMS for Defense Institute of Security Assistance Management.

**Software Utilized**

Microsoft Word	Microsoft Excel	Microsoft Access	Microsoft Outlook
Microsoft PowerPoint	Microsoft SharePoint	Acrobat Professional	Google Docs
Google Sheets	Google Slides	Adobe Photoshop	Adobe Illustrator
Adobe Flash	Blackboard	ActionScript	

**01/01 To 01/18****DARKROGUE****Principal**

Provided learning design, web, graphic, and technical consulting services as an independent entrepreneur in the private sector. Researched continuing developments in learning and technology.

- Installation of medical back office invoicing system
- Installation and maintenance of medical data systems
- Vendor choice consultation and build of multiple organizational websites
- Working with professors developed and built online, hybrid classes for higher education

**Software Utilized**

*Please reference list at document top*

06/00 To 07/10

O'NEIL &amp; ASSOCIATES

**eLearning Developer**

Individually, and as part of teams, specified, designed, created and implemented training and performance support materials for presentation via web, multimedia, and print for private and public sector clients. Performed software research on emerging authoring and PLM products. Researched and developed prototype learning solutions utilizing digital PLM assets for media. Created technical illustrations for print and electronic use.

- Received only perfect Customer Satisfaction Survey in company history for effort working with Business Development Vice-President and staff to update Ford Motor Company Online Accounting Manual.
- Title 'eLearning Developer' added to General Services Administration schedule of job descriptions by act of US Congress for inclusion on Air Force Institute of Technology initiative.
- Led conception and development of prototype Virtual Reality learning environment as head of small team of graphic artists described by Sales Manager as most powerful demonstration available of company's technical capabilities.
- Collaborating with client SMEs and learning organization, and reporting to Vice President of Business Development, designed and developed online Regional Manager training for Ford Motor Company which combined existing financial ILT with intended behavioral change.
- Reverse-engineered existing P2P schematics for Medium Tactical Replacement Vehicle pneumatic, hydraulic, and electrical systems. Created new processes for editing of existing and creation of new. As production Lead, successful update of legacy MTRV schematics and creation of content for 3 new vehicle variants resulted in award of >\$20,000,000 in contracts.
- Supported company's participation in development of reference implementation of multimedia portion for ISO S1000D technical documentation specification. Developed 3D procedural instruction as part of demonstration effort with input from Working Group members.

**Software Utilized**

Microsoft Word	Microsoft Excel	Microsoft Access	Microsoft Outlook
Acrobat Pro	Articulate Storyline	Articulate Quizmaker	Articulate Engage
Lectora Publisher	ArborText	Authorware	SCORM
ADL	SABA	Adobe Photoshop	Adobe Illustrator
Adobe Flash	Adobe InDesign	Adobe AfterEffects	Adobe Captivate
Adobe Audition	Adobe Premier	ISODraw	Audacity
Microsoft PowerPoint	Microsoft Publisher	HTML	XML
CSS	PERL	ColdFusion	ActionScript
Active Server Pages	JavaScript	Visual Basic 6	VB for Applications
T-SQL	VRML	MS-SQL	Visual Studio
MSSQL Management Console		Adobe Dreamweaver	Microsoft FrontPage
Blender	SolidWorks/Dassault	TeamCenter	NX
ProE	OpenSimulator	nGrain	

**03/99 To 11/99****DASC via GENESIS CONSULTING****Management Consultant**

Consulted with Directorate of US Department of Defense logistics data center on matters of process improvement, hardware acquisition and data center design. Performed market and technology research as directed.

**Software Utilized**

Microsoft Word	Microsoft Excel	Microsoft Access	Microsoft Outlook
Microsoft PowerPoint	Adobe Photoshop		

**12/98 To 03/99****EDS via MASTECH****Contractor**

Supported Help Desk and IT infrastructure staff of Electronic Data Systems' Dayton, Ohio facilities in support of their Y2K desktop refresh. Logged in newly arrived hardware. Imaged hard disk drives, setup, and deployed same at associate desktops. Assisted IT and associates troubleshooting new system issues.

**Software Utilized**

Microsoft Word	Microsoft Excel	Microsoft Access	Microsoft Outlook
Acrobat Professional			

**01/91 To 09/98****THE OTHER PLACE****Shelter Manager**

Led day-to-day program operation and facilities maintenance for daytime shelter serving the unhoused of the Miami Valley. Developed in-house human services programming with co-located agencies. Authored proposals for funding. Recruited and trained volunteers and interns. Agency representative for local and state human service boards. Spokesperson and advocate for agency and issue, meeting and working with every level of society.

- Led Task Force of co-located agencies to develop integrated programming which leveraged strengths of each member.
- Provided direct assistance to 7000+ individuals
- Board Member, Ohio Coalition for the Homeless.
- Featured in local TV children's E/I segment highlighting the unhoused which aired for 10 years

**Software Utilized**

Microsoft Word	Microsoft Excel	Microsoft Access
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**Education****Antioch University Midwest**

Bachelor of Arts, Humanities

**Center for Information Technology**  
Miami-Jacobs College  
Academic Microsoft Certified Solution Developer Track

**Wright State University**  
College of Liberal Arts and Sciences  
International Studies/Modern Languages Major

## **Professional Associations**

**The Learning Guild**  
Associate Member

## **Community Involvement/Interests**

**Dayton Amateur Soccer Association**  
President

## **Languages**

English (Native)  
German (Read, Write, Speak)  
Dutch (Read, Listen)  
French (Studied)  
Spanish (Studied)