

Carolyn B. Smith

Training, Organizational and Employee Development Consultant

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www.DesignandLearning.com

Summary and Objective

Extensive, comprehensive experience in training/documentation project management, instructional design, change management/process development, curriculum and materials development, editing/writing. Expert at diagnosing then applying blended instructor-led and technology-based training/employee development solutions, tailored to meet the needs of the organization/country. Domestic or international travel welcome.

Education

- Knowledge Management, Innovation Management Institute, 2000
- MA, George Washington University; Adult Education and Human Resource Development, 1984
- BA, Emory and Henry College; Biology major with English/Education minors

Experience

Consultant, Design & Learning Interactive, Inc. (1996 - present) As principal, support clients, most recently (since 2004) for international healthcare organizations.

- **World Health Organization (WHO)/UNAIDS** projects 2005 to present
 - Currently working with WHO-Geneva/UNAIDS experts to develop four surveillance guidelines.
 - Currently working with WHO-South-East Asia to develop 2-week district-level course.
 - Currently working on WHO-Geneva HIV Drug Resistance database (HIVDRDB) version 2 instructor-led training materials and international rollout with CD/web-based training materials planned to follow. Developed and piloted version 1 HIVDRDB training in 2007-2008.
 - Developed questionnaire then conducted in-depth interviews with program managers/staff to determine field needs at Harm Reduction 2009, Bangkok, Thailand; developed an analysis/design that can be used to inform WHO-Geneva training/support efforts for IDU programs.
 - Developed materials/participated in training of trainers (TOT) for initial UNAIDS HIV Estimates and Projections training for worldwide rollout of EPP software in 2005.
- **Centers for Disease Control and Prevention/Center for Global Health** projects 2004 to present
Conducted analysis/design for new projects, developed format and content standards; coordinated efforts of subject matter experts (SMEs), technical writers and editors; developed instruments to assess training effectiveness; co-facilitated HIV/AIDS training/TOT events with WHO regional offices and ministries of health in Africa, Central America and Asia.

Instructor-led curricula:

- Currently working on Prevention Branch/Medical Transmission Safe Injection Global Network Curriculum for injection prescribers/providers, logisticians, waste handlers, supervisors.
- Epidemiology and Strategic Information Branch Surveillance and M&E curricula.

Technology-based projects:

- Sampling design tool for Most at-Risk Populations (CDC/ADS cleared) on the development site at <http://www.theagencyfordesign.com/clients/cdc/marps/>
 - Epi Info Activities learning tool (an independent-study companion to the Surveillance Epi Info course) in development at <http://www.theagencyfordesign.com/clients/cdc/epiinfo/mainmenu.html>
- **CARE** (2003) For the international humanitarian organization, managed a team that provided technology-based training and information support, updating a Facilitation CD and developing new CDs on Change Management and Best Practice Consulting to reach CARE's international workforce.

Private Industry Consulting projects 1996-2002, largest projects first

- IBM (1996-2000): managed teams on various web-based training (WBT) projects including an IBM Java Enterprise Services e-commerce certification program, 9.5-hour Java WBT for Network Computing Software Division, *Introduction to XML* CD distributed at national Java Solutions Conference, two web-based *Ask the Experts* system projects (Financial Management and Global Consulting).
- Cingular Wireless (2001): managed the team that developed 13.5 hours sales/management WBT.
- Aptegrity (2000): determined employee knowledge requirements by role for this startup company. Designed Knowledge Management System to provide initial training content, refresher training or reference material. Developed preliminary design requirements and six training topics as samples.
- Kennedy Healthcare Systems (2001): developed WBT for annual mandatory training.
- General Electric (2002): developed customer service rep/manager WBT for GE Financial Services.
- WebRoomz (2002): developed task analysis and user training for start up web-based university housing application. Designed follow-up sessions to employ Web-Ex for distance learning.
- Coca-Cola Company (2002): teamed on new manager/associate orientation strategy.

Prior to consulting

Tracor (now BAE Systems), training/documentation manager for US Navy (1981-1996)

Training/Documentation Project Manager (1992-96): Managed Navy advanced technical training course, obtained funding increase from \$200K to \$700K; reviewed, approved course revisions; prepared strategic training plans. Developed, administered, analyzed, produced report for a worldwide tri-service user questionnaire for Joint Chiefs of Staff and Pentagon Steering Committee study; worked with Naval Research Lab technical expert to develop Cost and Operational Effectiveness Analysis for Combat Identification; designed video and computer-based troubleshooting exercises for operations and system maintenance.

Supervisory Branch Manager (1982-92) with Satellite Communications/Combat Identification Systems: Managed 20 administrative, logistics, documentation and training employees on two \$20M contracts; provided change management leadership in department's transition to desktop publishing; designed/implemented production processes, doubling our output; developed logistics materials/documentation quality assurance procedures adopted division-wide; used military specifications and worked with subject matter experts to design and develop training courses and hardware and software documentation.

Lundeberg Merchant Marine School of Seamanship Vocational and Tutorial Services Resource Coordinator (1977-1981): Learned navigation then worked with English as a Second Language students, enabling eight to obtain their captain's license. Researched, wrote, illustrated vocational study materials.

Ten Years of Previous International Experience

- Seventh grade teacher, John Mackenzie School, Francistown, Botswana. Taught math, science, social studies, English, physical education and art. Developed and implemented the science curriculum using local materials/no additional funding.
- Peace Corps Volunteer, math and science teacher, Kingdom of Tonga, South Pacific.
 - At Siu'ilikutapu College, organized a new library, trained librarians.
 - At Pilolevu College, taught high school health, biology, geography, algebra. For the first time ever, Pilolevu students scored number one in the kingdom on the national exams. Five of my science students went to nursing school. Developed course materials, provided liaison with donor organizations, trained local teachers.