

## CHRISTOPHER J. PETRIZZO

BROOMFIELD, COLORADO – (719) 488-9014

petrizzochris@gmail.com - <http://www.linkedin.com/in/chrispetrizzo>

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### E M P L O Y M E N T   E X P E R I E N C E

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#### PRINCIPAL - ELEARNING DEVELOPER, INSTRUCTIONAL DESIGNER, TRAINER

2011 - PRESENT

CLIQ INSTRUCTIONAL & PERFORMANCE SOLUTIONS

BROOMFIELD, COLORADO

- Design and develop eLearning simulations, courses, and assessments for client systems, using tools including Rise, Captivate, Storyline, Snagit, Word, and PowerPoint.
- Design and develop training manuals, presentations, job aids, and custom instructor-led training on client systems and processes.
- Deliver training on topics including customer service, train-the-trainer, instructional design, MS Office applications, communication, and management skills.
- Meet with and train clients through web conferencing platforms including Adobe Connect, Lotus Sametime, Netspoke, and WebEx.
- Blog on instructional design and training topics ([www.cliq.biz](http://www.cliq.biz))

#### EMPLOYEE DEVELOPMENT MANAGER

2006 – 2010

KEY NATIONAL FINANCE

SUPERIOR, COLORADO

- Designed, developed, and/or delivered new employee orientations and training on change management, training skills, instructional design and development skills, wikis, finance, management, leadership, systems, and financing.
- Designed and developed compliance-oriented online training, including wiki-based training and content, blogging, and Captivate-developed assessments and simulations.
- Designed, developed, and facilitated blended learning programs for managers and new sales associates.
- Collaborated with subject matter experts and managers to develop training plans and materials for various individual contributor and management positions throughout organization; worked on remote and multinational teams.
- Consulted with peers and clients on use of training technologies including wikis, web conferencing, videoconferencing, and teleconferencing.
- Administered Learn.com LMS (acquired by Taleo/Oracle).

#### TRAINING MANAGER

2001 – 2006

PIKES PEAK LIBRARY DISTRICT

COLORADO SPRINGS, COLORADO

- Facilitated organizational development through teambuilding events, surveys, recognition programs, and organizational initiatives.
- Led corporate initiatives including diversity, strategic planning, and the annual Staff Development Day.
- Oversaw training of 375+ employees and administration of \$150,000 budget.
- Designed, developed, and/or delivered courses in customer service, diversity, ergonomics, train-the-trainer, communication skills, 7 Habits of Highly Effective People®, Fish!®, Six Thinking Hats®, SMILE!® and supervisory skills.
- Designed and developed Web-based training, simulations, and training resources using Dreamweaver and Captivate
- Administered LearnerWeb LMS.

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### E D U C A T I O N A L   E X P E R I E N C E

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#### **MASTER OF SCIENCE – INSTRUCTIONAL & PERFORMANCE TECHNOLOGY**

2002 – 2006

BOISE STATE UNIVERSITY

BOISE, IDAHO (ONLINE)

- Instructional design, needs assessment, performance improvement, learning theory, learning styles, training techniques, eLearning principles and standards, collaborative environments, evaluation methodology.
- Outstanding Graduate Award. 3.89 GPA while working full time.

#### **TRAINING SPECIALIST CERTIFICATE**

1999 – 2000

UNIVERSITY OF WASHINGTON

BELLEVUE, WASHINGTON

- Adult learning theory, instructional design, delivery methods.

#### **BACHELOR OF ARTS – INTERPERSONAL COMMUNICATION**

1985 – 1990

UNIVERSITY OF MONTANA

MISSOULA, MONTANA

- Organizational Communication emphasis. Psychology minor.
- Public speaking, conflict management, small group communication, listening, interviewing, change management, organizational development, nonverbal communication.
- President's Recognition Award for Outstanding Senior. Dean's List.

**ADDITIONAL TRAINING:** supervisory skills, accelerated learning, leadership, ethics, diversity, dealing with difficult people, mindmapping, customer service, training, time management, stress management, coaching, human resources issues, Scrum, Crucial Conversations®.

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### O T H E R   E X P E R I E N C E

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**SOFTWARE:** Word, Excel, Outlook, PowerPoint, Access, Project, Captivate, Storyline 360, Rise 360, Photoshop, Photoshop Elements, WordPress, Quicken, Quickbooks, MindManager, Netspoke, WebEx, Adobe Connect, Jira, Confluence; NetExam, Cornerstone, LearnerWeb and Learn.com LMSs.

**ORGANIZATIONAL DEVELOPMENT TOOLS:** Myers-Briggs Type Indicator®, StrengthsFinder®, People Styles®, MindStyles®, Insights®, Campbell Organizational Survey®, Strategic Planning for Results®, Emergenetics®.

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Current and former affiliations – Toastmasters International, Association for Talent Development, International Society for Performance Improvement, eLearning Guild, Boulder Writers Alliance, Denver Metro eLearning Developers

Certified Facilitator – 7 Habits of Highly Effective People®

Certified Trainer – Business as UnUsual®

Certified Scrum Product Owner

Adobe Certified Captivate Expert