

# Pamela Templin

## Instructional Designer

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### SUMMARY

Instructional designer professional with 10+ years of overall experience in the technical industry and a proven track record of project management, training, and problem solving skills.

- Highly effective communicator, talented at explaining technical things to non-technical people, tailored for their level
- Dedicated advocate for customers, while also keeping goals and constraints in mind
- Consistently identifying strategies for process improvement
- Skilled at lesson/curriculum planning and content development
- Currently studying for the CAPM exam by PMI

*Key skills include:*

Training | Project Management | Familiar with Waterfall, Six Sigma, and Agile Methodologies | Scrum  
MS Office | G-Suite | Detail-oriented | Linux | Project Mgmt. Software - MS Project, Trello, JIRA  
Basic HTML and coding | Teamwork | Multi-tasking | Familiar with graphic design software  
Organization skills | Strong verbal & written communication skills

### WORK HISTORY

**Horizons CIS, Pleasant Hill, CA**

2006-2019: Held several volunteer positions including: School Site Council Chair, workshop designer & instructor, mentor, newsletter editor, and site council member

*Site Council Chair, 2016-Present*

Preside over and prepare agendas for Site Council meetings, assist in the formation of the Single Plan for Student Achievement (SPSA) for 255 students and relevant committees, prepare reports and communications for parents and district level stakeholders, participate in the oversight of the SPSA budget of \$46,000, and provide leadership to organize program improvement initiatives.

*Parent Workshop Designer & Instructor, 2016-2019*

Increased parent confidence and improved student adjustment time and performance by initiating, designing and conducting a training program for home study and CIS parents.

- Analyzed adult learning needs of the independent study community to determine course topics and researched subject matter to create curriculum
- Created engaging and effective course content and activities
- Video production: transferred, edited, and narrated presentations on video for parents unable to attend in-person training
- Performed QA reviews on all materials before distribution

*Creative Writing Workshop Designer & Instructor, 2008-2010*

Designed and taught a creative writing workshop aligned with CA state ELA standards and MDUSD curriculum for middle school students. Lessons included grammar, vocabulary, and critiquing methods.

- Applied knowledge of learning theories and instructional design models to respond to individual learning needs of all students
- Set learning objectives and created evaluation materials to determine impact on student success

## **Freelance Technical Writer**

2000-2016

Created scopes of work, training materials, reports, and diagrams for clients using excellent documentation and strong critical thinking skills. Developed presentations and materials for C-level customers. Collaborated with clients to complete all research and documentation on schedule.

- Produced extensive report and 30-minute presentation that detailed the flow of organization's data from collection to archiving, allowing the client to improve efficiency, data security, and resource procurement
- Created comprehensive 58-page developer's manual and updated the user's and administrator's guides for a wireless telecomm in a 4-month contract

## **PeopleSoft, Inc., Pleasanton, CA**

*Technical Project Manager, 2000-2000*

Oversaw projects during the whole lifecycle from kick-off through to sign off, managing stakeholders, handling vendor relationships and negotiations, creating test plans and testing, and engaging critical and analytical thinking to design solutions.

- Decreased harmful viruses impacting team servers by initiating project to scan all uploaded documents
- Increased response times of web team servers by ~200% with load balancer project

## **Embossed Graphics, Aurora, IL**

*Systems Administrator, 1998-1999*

Administered and performed maintenance for all UNIX server and network equipment, while also managing vendor relationships, contracts, and hardware/software purchase orders.

- Led rollout of a new CRM/Ordering system that yielded a 15% reduction of order errors and an increase in sales, by staying within budget and completing on-time
- Introduced and conducted training for all employees on software/hardware, increasing efficiency and reducing support tickets by 25%

## **Convergence Technologies, Oakbrook Terrace, IL**

*Security Consultant, 1997-1998*

Coordinated and handled installations/integrations of firewall software and security solutions, conducted security audits, and also performed the roles of project manager, pre-sales engineer and trainer.

- Managed a \$100k firewall server and security rollout project at an international financial institution
- Led a \$50,000 2-Factor Authentication project, collaborating with a 5-person team to manage resources, make all configurations, and conduct all testing
- Identified, developed, and conducted all software and systems training for customers and employees of other departments which increased sales, improved customer satisfaction, and reduced on site wait times

## **Sentinel Technologies, Downers Grove, IL**

*Planner/Scheduler-Projects, 1997-1997*

Coordinated planning and scheduling with customers, consultants, outside vendors, and supply for product delivery and installation in order to successfully complete client projects within project budgets.

- Reduced scheduling errors by 75% after identifying and correcting problems with post-sales procedures that were causing delivery issues and negatively impacting customer satisfaction
- Conducted research with 15 current and prior customers to create project templates and metrics for KPIs to be analyzed and tracked
- Implemented formal risk management procedures to improve project performance and assist QA-Consulting maintain quality control and improve customer service ratings

## **EDUCATION**

- B.Sc., English and Education, Ball State University, Muncie, IN
- Specialization: Intro to Project Management Principles & Practices, UC Irvine, CA
- Certificate: Scrum Fundamentals | Certificate #592803, SCRUMStudy