

Terrye Hoffman

Prairie Skies Technical Services, LLC

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Qualifications Summary

- Instructional Design, Technical Training, Technical Writing: Over 25 years of experience creating training materials (instructor-led, computer- and web-based, and online help), end-user documentation, customer service reference guides, software quality assurance procedures, and system requirements and specifications.
- Web site design, development, maintenance, and hosting.
- Industries: Telecommunications/Cable, Software, Call Center, Small Business, Enterprise Deployments, Non-Profit Organizations.
- Software/Development Experience: Articulate Storyline, Articulate Studio (Presenter, Engage, Quizmaker), Microsoft Office (Word, Excel, Outlook, PowerPoint, Publisher), Adobe Dreamweaver, Adobe Photoshop, Claro Flow, Adobe Captivate; HTML, CSS, PHP, and MySQL.

Recent Experience

Accenture (BCForward and iSymmetry)
Instructional Design Senior Analyst

April, 2011 – present

Provide instructional design and copy editing reviews of technical training courses (instructor-led courses, virtual instructor-led courses, and web-based/eLearning/online courses) developed by subject-matter experts; and revise or make recommendations to improve the courses. Develop instructional design processes and job aids.

Develop online courses and interactions using PowerPoint, Articulate Studio, Articulate Storyline, and Claro Flow.

Prairie Skies Technical Services, LLC
Managing Partner, Consultant

2001 – present

Technology services, including instructional design/training, technical writing, website development and maintenance, and computer support to businesses.

Website Designer/Developer (2001 – currently)

Develop and maintain custom web and ecommerce sites for individuals, businesses and non-profit organizations.

Instructional Designer, Technical Trainer, Technical Writer

Jones/NCTI (2007 – 2009): Developed courses and scripts for online training of cable technicians doing installations, troubleshooting, and using measurement equipment.

Microstaff Corporation (2003 – 2007): Developed scripts and graphic specs for online training, including customer/sales training on HDTV for Demand1, High Definition DVD technology for Venture Mark Media, call center technical training for TeleTech, and pet product sales training for Chuck Latham Associates.

Wazee Group (2002) Developed system, architecture, and XML specifications for a Java/J2EE enterprise integration project for AT&T Broadband/Comcast Corporation.

Additional Experience (2000 and Earlier):

- EchoStar Communications/Dish Network (Information Technology Training Specialist and Business Analyst – 1 year)
- TeleTech and Digital Creators (Instructional Designer and Training/Documentation Developer – 1 year)
- Arapahoe Library District (Software Trainer – 1 ½ years)
- MicroStaff Corporation (Technical Writer and Course Developer – 2 ½ years)
- Quark, Inc. (Technical Trainer and Manager of Software Quality Assurance – 4 years)

Education

San Diego State University

M.A. Educational Technology, 1986

University of California at Los Angeles

B.A. Sociology, 1980

Training & Certifications

- Colorado State Board of Community Colleges and Occupational Education, Credential for Career and Technical Education: Web Design, CIS/Microcomputer Specialist, Multi-Media Technology, Business Networking/Computer Networking/Networking Tech
- Certified Online Instructor, Walden Institute for Learning and Leadership
- Professional Achievement Certificate, Windows NT Network Administration, Arapahoe Community College; additional coursework in UNIX, HTML, and Graphic Design
- Microsoft Certified Professional: Microsoft Windows NT Networking