

SOFTWARE SKILLS

– Advanced Skills w/links –

- ✓ [Acrobat Professional](#)
- ✓ [Adobe Developer](#)
- ✓ Articulate (full suite)
- ✓ [Captivate \(all versions\)](#)
- ✓ [Cisco routers, switches](#)
- ✓ [Cornerstone](#)
- ✓ DevBug
- ✓ [DNS](#)
- ✓ Dreamweaver
- ✓ [EIGRP](#)
- ✓ [Excel](#)
- ✓ [Firewalls: Checkpoint, Websense, VMware](#)
- ✓ [FrameMaker](#)
- ✓ [Illustrator](#)
- ✓ [Linux](#)
- ✓ LoadRunner
- ✓ MS Workgroup
- ✓ [NetBackup](#)
- ✓ [NTP](#)
- ✓ [Perforce Docs Mgr](#)
- ✓ [Presenter](#)
- ✓ [Photoshop](#)
- ✓ [RAID Manager](#)
- ✓ [RIP](#)
- ✓ [SAP Technical Training](#)
- ✓ [SCORM/SCOs](#)
- ✓ [Sharepoint](#)
- ✓ [SnagIt](#)
- ✓ [Solaris Enterprise Servers](#)
- ✓ [SumTotal LMS & Admin](#)
- ✓ [SunCluster/Sun Volume Manager](#)
- ✓ [TCP/IP, VLAN, VPN](#)
- ✓ [VMware](#)
- ✓ [Visio](#)
- ✓ [Windows 7 /XP/2000/NT](#)
- ✓ [Wordpress](#)

CHRISTOPHER W. DOTSON – Technical ISD

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BIO: [Cover Letter \(.docx\)](#)

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Technical Trainer, Technical ISD, Curriculum Architect

- ✓ [Fast Learner](#) & Top Ranked ISD team contributor!
- ✓ 2011 “Most Innovative ID Concept”
[w/Mobile Captivate Template Captivate \(audio/video\)](#)
 - [On-Demand, “hardened” Distance Learning](#)
- ✓ Fortune 500 Global Technical Training
- ✓ 28 countries, 128+ cities
- ✓ Quickly adapts new skills, interfaces, systems & disciplines.
- ✓ Aerospace/SAP, Auto Insurance/Mitchell University
- ✓ Computer Networks/Sun Microsystems
- ✓ IT & Security/Websense.com, Performance/Webmetrics
- ✓ Rapid Delivery-6 Weeks 200+ Page [System Admin Guide](#)
- ✓ Mitchell.com [Mobile: Captivate Template](#); Plus
- ✓ [3 months/4 CBTs](#) - SME-Approved RepCenter Training
- ✓ Goodrich AeroStructures: [3-Months/4 CBTs](#): LEAN
- ✓ ADDIE, AGILE and SCORM compliant
- ✓ Shareable Content: 50+ hours CBT content +Exams
 - 787 Dreamliner – eLearning: Convert 3-day ILT
 - 20+ hours [certified CBT \(IE-only\)](#)
 - Train-the-Trainer: 5-day ILT +[Exams/Assessment](#)
 - [CBT#6 “Dreamliner” Project Outline](#)
- ✓ “A first class effort” (VP Sales Engineering) –
 - Lab design, develop, deploy and support
 - “2010 [SE Training Labs](#) at Marriot Coronado”
- ✓ [Design, document, build, test and support “live” labs](#)

Professional Excellence: Achievements Summaries

- ✓ Sr. ISD, Curriculum Architect, Technical Trainer
 - 500+ Engineers certified on Sun/Cluster v3.0
 - 400+ SE’s certified in 3 days Websense/WSGAv7.5
 - 300+ Certified Aero-structure
 - 787 [ISD & Curriculum](#) Goodrich [MRP/SAP](#)
 - Design, develop, deploy, manage
 - LMS 100,000+active students - [LMS “help desk”](#)
 - [Technical Training, Global System Admin.](#)
- ✓ Reliable and consistent! Top troubleshooter!
 - [Websense SE 2010 SE Kick-off “Tiger Team”](#)
- ✓ Rapid technical documentation, functional/test specifications, whitepapers, and training materials

Professional BIO - Christopher Dotson, Technical ISD, ID and Trainer

CHRISTOPHER W. DOTSON –Bio & Portfolio

Consistently, Christopher Dotson is a “Top Ranked” team contributor of certified technical training, ISD and ID content for 28+ years, valued for delivering highly-leveraged, certified training content and instructional systems. With 100’s of successful U. S. and international deployments and training programs designed to sustain 200,000+ student populations for ILT, CBT/e-Learning and LMS audiences. Christopher is a proven technical training developer and project manager adhering to Agile, Sigma and LEAN management strategies – see original samples, below. Christopher publishes SCORM and ADDIE compliant courseware materials and content which are on-time and on-budget. Enthusiastic dedication and professionalism towards teaming and work objectives, Christopher Dotson clearly demonstrates extensive knowledge, skills, innovation and experience when creating certified technical training programs, e-Learning content and ILT materials, and while conducting computer and networking training and ILT classes, and certified Train-the-Trainer events in 28 countries, including London, Paris, Munich, Hong Kong, Tokyo, Dubai, UCLA and Moscow State University.

Implementing strict design disciplines and standard developer methods (**ADDIE, curriculum map, learner & gap analysis, info map, SCORM, LMS, Perforce**), Christopher deploys and sustains training programs as multi-level, certified courseware, and designed for leveraging high-value content, cross-curricula information, graphics, video, narratives and animations. He creates technical specifications, and he designs and deploys instructional systems, courseware materials and LMS content for Fortune 500 clients and their Enterprise training partners. Utilizing corporate intranet, internet, and existing resources, analyzing all training content and materials, as well as student performance and product assessments, surveys, competitive data, and the voice of the customer, SME interviews and management feedback to consistently improve the curriculum across pre- and post-production cycles.

Christopher is an adaptable, innovative contributor, and he is a solid producer who quickly masters new technical training environments and developer tools, as he establishes solid worker disciplines and quality team relationships, and captures training requirements, documenting performance objectives and publishing project content for team review meetings, and achieving on-time project milestones. Students are actively engaged throughout training, each participant achieving the learning objectives through validated instructional processes and activities where students demonstrate comprehension of content and skills mastery. Opportunities for students enable self-assessment and exploration of each topic, including complex, detailed processes, or lengthy and repetitive tasks requiring new methods and quality control, as learners expand their knowledge via professional resources (on-site, online), advanced tasks and experimentation. The results of a transformative process appear, as students create and conduct demonstrations using required technologies and tools during

team exercises, as students achieve learning requirements towards their certification and on-going education. Team reflection over learner experiences is encouraged, along with constructive debates which challenge student perceptions and weigh against test results. Student activities, solutions and deployment strategies are discussed to strengthen the collective training experience. Comparatively analyzing each situation provides opportunities for personal reflection can be shared during open forums, student reviews and team discussions.

In the classroom, Christopher delivers subject specific, technical content for beginners and executives, alike, mentoring students throughout the learning process, as presented during activities and assignments. For distance learning, Christopher prepares and validates all media and courseware technologies, facilitating engaging, effective synchronous and asynchronous learning events: On-line mentor, Chat rooms, Data sharing, E-mail, Forum, Teleconferences, Video conferences, On-line guide, and social media communications and teaming via LinkedIn, Twitter, Facebook, Pinterist, Instagram. Typically, self assessments are presented upon chapter completion. Additionally, post-training materials, exercises and links to resources (on-site, on-line) are intended to supplement student learning and re-certification, over time. Student awareness, and their growing knowledge of resources, should be reflected during each student submission (e.g. supervisory reports, peer presentations, video conferences and web broadcasts). Further student experimentation is encouraged using online and on-site tools and other learned techniques, which are evaluated during teaming events and online, interactive exercises. Evaluations and assessments are progressive, establishing each new skill level, building confidence and further advancing student comprehension.

Below, sample production modules, ID templates and ISD documentation include interactive simulations to ensure student comprehension and successful learning. Numerous planning, design and deployment examples demonstrate certified training for aerospace, financial information systems, and insurance adjusters, as well as routine and repetitive operations. Several demo's depict animations and system operations requiring complex, detailed tasks to be completed correctly and timely, or for software and configurations management, or for extracting health measurements, generating reports, and performing advanced system operations. Simulations and animations are presented, along with hands-on exercises, self-assessments and certification exams. As always, "next steps" are indicated for continuing student educational paths and re-certification requirements.

Portfolio A – Published Work Samples (Links to obfuscated production samples):

Note: Two links require **Internet Explorer** (IE) browser, as indicated to view all published ISD and ID designs and production samples.

- . [Certified Technical Training – Lab Guide \(.pdf\)](#)
- . [Certified Technical Training – Student Guide \(.pdf\)](#)
- . [“AFTER” Captivate 5.x Template Mobile/Tablet/PC^w/audio/video \(.htm\)](#)
- . [“BEFORE” Captivate 5.x Template “Old School” CBT^w/audio, script, narrator](#)
- . [Certified Technical Training – Insurance Adjuster](#)
- . [Captivate “Dreamliner” Demonstration: MRP on SAP Certified Technical Training](#)
- . [CBT Project Outline: MRP on SAP Certification - ZPPWIP \(.pdf\)](#)
- . [CBT w/Assessment – MRP on SAP Certification \(**IE browser ONLY – or – LMS ONLY**\)](#)
- . [System Administration Guide – AppMon: Chapter 3 of 8 \(.pdf\)](#)
- . [Production Standard: ISD & ID Design Team Procedures and Best Practices \(.pdf\)](#)
- . [Certified Technical Training Labs – Network Load Balancing](#)
- . [CISCO \(TCP/IP\) Network Test Specification \(.pdf\)](#)
- . [e-Learning Developer: Best Practices \(.pdf\)](#)
- . [Wordpress: FitnessFreely.com \(website/webmaster\)](#)

Portfolio B – ISD/ID Project Planning & Design, Prototypes/Mock-Up’s, advanced content and LMS Support SAMPLES:

Project documentation: Planning & design, LMS administration & support, ISD/ID documentation and content samples.

- . [Project Planning: Team Whiteboarding Exercise \(.pdf\)](#)
- . [QUIZ-MOCK-UP_1](#)
- . [CAPTIVATE-MOCK-UP: Mobile CBT \(AnimatedStoryboard-concept1a\)](#)
- . [Project Outline/Storyboard \(.pdf\)](#)
- . [Course Codes: Curriculum Overview \(.pdf\)](#)
- . [Curriculum Map \(.pdf\)](#)
- . [LMS Administration-1 \(.pdf\)](#)
- . [LMS Administration-2 \(.pdf\)](#)
- . [LMS MOCK-UP2: LMS Student Invitation \(w/audio\)](#)
- . [CBT Prototype-TCP/IP \(.PPT-only\)](#)
- . [CBT Prototype –Storyboard SAP-MRP/“Dreamliner” \(**IE browser or LMS ONLY**\)](#)

PROFESSIONAL EXPERIENCE –History

Fitness Freely, San Diego, CA

2012 - current

WordPress/Webmaster/Content Provider: Website and business development for personal trainer and Fitness Freely co-founder, David Bly. Website content, business letterhead, business cards, flyers, letterhead and designs.

Cherry Blossom Floral Designs, San Diego, CA

2012 – current

Content Developer/Provider: Website and business development for floral designs and wedding flowers, Kiyoko Ando. Content for website, customer communications and business development.

Miru House, Inc., San Diego, CA

2012 - current

Home Remodeling/Handyman: Designer kitchens & bathroom, sushi bars & dining rooms.

ViralIMG.com, San Diego, CA

2013

Graphics, Logo, Letterhead and Business cards: Business, communications and content developer, social media and marketing services.

SqueezePlay Organics, San Diego, CA

2012 - 2013

Headquarters/Customer Support/Home Delivery: Volunteer. Local, organic produce supplier and home delivery service.

Mitchell International, San Diego, CA

2011/2012

LMS Helpdesk & Support/Sr. ID: LMS helpdesk and student support for 25,000+ registered clients. Plan, design, develop, publish and provide sustaining support for New Hire Training curriculum. Resolve user errors and system faults for student registration, course registration, assessments, and student certificates. Deliverables: Four (4) Captivate Just-In-Time Training (JITT) modules deployed for SumTotal LMS/MitchellU.com, including storyboards, project planning documentation, certification and assessments, plus 10 hours captivate instruction (500+ frames, New-Hire Certificates, Shareable Content Objects, Auto-responders). URL: <http://cwdotson.com/mitchellu/1.htm>

Websense Inc., San Diego, CA

2009 – 2010

Principal ISD: [Design](#) and deploy [ILT](#) and e-Learning content for v7.1 and v7.5 Websense Security Gateway Anywhere. Using Frame, Word, Captivate, Photoshop, Snag It and [Cornerstone LMS](#), design and develop new eLearning modules for v7.5 Delta, v7.5 201 ILT, quizzes and certification exams. Work closely with experts, technical trainers and administrator to document requirements and deliverables for new information products, including technical content, animations, graphics, storyboards, and narratives.

[Technical Support/System Administration:](#) Remote labs ([60 PODs](#)) VM/ESXi, Cisco, Windows/UNIX Server

Fool Proof Designs, San Diego, CA

2008 – 2009

Sr. Instructional Systems Designer/Content Developer: Design and deploy [e-Learning training](#) and certifications. Implement on-line training and sales modules, utilizing modern learning theory and developer tools (Bloom's Taxonomy, ADDIE, SCORM, SIGMA, and LEAN). Utilize Dreamweaver, Flash, Photoshop, Presenter, and MS Office for creating business and technical content, animations, graphics, storyboards, and narratives.

Sr. Sales Engineer/Sr. Developer: Author sales proposals, technical specifications, product documentation, business plans, white papers, product specifications, and conduct patent research. Projects: Child Proof Doors, Photovoltaic (PV) Systems, Solar installations and maintenance.

Goodrich Aerostructures Group, San Diego, CA

2006 – 2008 (contractor, 787 "Dreamliner")

[SAP Re-Education: Sr. LMS Administrator/Sr. Instructional Designer /Sr. Content Developer/Sr.](#)

[Technical Instructor:](#) [Design and deploy certified training courseware.](#) Utilize SumTotal [LMS](#) and Toolbook Instructor, Macromedia Captivate, Flash and multi-media development tools, and MS Office to design, develop and deploy instructor led and computer-based training programs for Production Controllers and Planners. Analyze business processes, create Task & GAP analysis, and design documents for e-Learning curricula and modules. Conducted SAP technical training for executives, managers, and production planners.

Webmetrics, Inc., San Diego, CA

2006 – 2007 (contractor: part-time)

e-Commerce: Sr. Technical Writer/Sr. Content Developer: Completed multiple e-Commerce and website monitoring projects, as part of new product launch, [including publishing 280-page System Administration Guide](#). Provide detailed instructions for product installation, usage, and performance analysis for customer websites.

e-Commerce: Sr. Quality Assurance Engineer: Designed, developed and implemented product validation test suite for Streams monitor, App Monitor, and Site Monitor products (multiple projects between 2006 and 2007). Designed and implemented test plans and test scripts (automated and

manual), test reports and bug tracking processes. Conducted functional testing (unit and system test), product performance, fail-over validation, and regression testing for 300+ user-defined options and configuration settings, including product registration, installation, troubleshooting, and performance testing.

Sun Microsystems, Inc., San Diego, CA

Sun Reference Architectures

2001 – 2004

Sr. Instructional Designer: Author Sun Cluster 3.0 Remote Lab Guide series, including WBT and Web content. Developed Lab Guide content and meta-data, create information maps for information retrieval, GAP and task analysis.

Sr. Systems Engineer: Integration and support of Sun Remote Labs. Deployed and maintained global networks and labs, including Solaris, SunCluster, Sun LDAP, Flash archives, remote troubleshooting for Sun Enterprise servers, routers (Catalyst) and automated scheduling systems. Developed system definition and functional specifications for Sun Enterprise Document Management System (SIGMA tiger teams). Author three Sun BluePrints Lab Guides and numerous SunCluster articles. Quickly assimilated SunCluster architecture, developed and published technical specifications, including best practices for deploying/maintaining multi-node systems and networks. *Lab Guides adopted by Sun University.

Sun Microsystems, Inc., Los Angeles, CA

Sun University

2000 – 2001

Technical Training Manager for global technical training programs, including new curricula development, budget and staff of eighteen instructors, plus twenty class rooms and labs, networks and infrastructure. Managed courseware developers and curricula, providing 100+ classes and 1500+ students, per year, including instructional designers, developers, and registrars. Sun Corporate/Field Managers, SIGMA Teams, Curriculum Consultants and Developers.

Sun Microsystems, Inc., Los Angeles, CA

Global Sales Operations

1996 – 2000 (contractor)

Project Manager responsible for global training and partner certification. Team leader for instructional designers. and sales engineers. Design and development methods based on adult learning theory, and modern design methods.

Sr. Author/Sr. Content Developer: Developed and delivered numerous technical training programs, including Solaris Performance Tuning, Sizing and Capacity Planning for Enterprise Servers, New-Hire Technical Training, Multi-Domain Enterprise Servers and Dynamic Reconfiguration, and High-Availability Designs and Applications. Extensive use of operating systems (UNIX/Linux, MS

Windows XP, AIX), applications, tools and utilities, including RAID Managers, Volume Managers, NET Backup, SNMP, DNS, NIS, Checkpoint and SunESP Firewall, Mercury Load Runner, C/C+ and assembly languages.

Sr. Technical Instructor: Designed and deployed global certification training for System Engineers and Sales Representatives (Europe, APAC, North/South America). Developed and conducted Train-the-Trainer events, global partner assessments, and classroom training events.

Reuters America, Inc., Los Angeles, CA

1994 – 1996 (contractor)

Technical Training Program Manager, Advantage AE Systems: Managed transition of training programs and curricula to third party provider. Designed and deployed technical training for Reuters, Advantage AE systems, real-time Financial Information systems. Conducted technical training events for 600+ Systems Engineering and Call Center personnel.

Sun Microsystems, Inc., Los Angeles, CA

1992 – 1994

Lab Manager/Sr. Quality Assurance Engineer

- **Sun Quarterly Award for Service Excellence (1994, Q4 nominee)**

System, network and lab management for 120+ software engineers and QA personnel, 200+ servers and workstations, plus IP sub-networks, facilities and infrastructure. Vendor management and platform certification for Solaris on Intel. Developed QA test plans and test scripts for OS installation, driver certification, RAID controllers and network cards (NIC). Responsible for Solaris system administration, computer maintenance, backup/restore, and maintenance and troubleshooting.

COMMUNITY SERVICES

Corazon de Vida, San Diego, CA

November 2010 – Present

Volunteer

Family Assistance Program, Hollywood, CA

January 1997 – March 2001

Director of Education

Stand Up For Kids, San Diego, CA

November 2007 – 2012

Homeless Center Counselor, Community Outreach Supervisor