Paul Dyer Tarquinio

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Profile	Senior Performance Consultant/Training Manager/Program Manager with proven experience in technology-based design and development, distance learning, instructional design, and hands-on project and people management, supporting both internal and external clients. Consistently successful design, delivery, and management of customer-focused technology training solutions that achieve quality standards and ensure measurable performance
Professional Experience	**Program/People Management** • Manage human resources, including hiring, staffing, performance planning, employee development, evaluation, and salary planning • Analyze, plan, and identify resources to ensure the development and delivery of content • Lead, mentor, and work in cross-functional collaborative team environments • Extensive expertise with complex programs including planning, scheduling, customer and client management, team building, proposal writing, project plan development, and contract negotiation • Establish and execute quality and productivity policies • Create mechanisms to capture feedback from stakeholders, project members, and customers to ensure that the solution exceeds internal and external customer needs • Identify and engage stakeholders, plan and lead meetings—including virtual meetings—to drive goals and objectives **Strategic Consultant** • Identify strategic opportunities, research new tools and technologies, and provide strategic consulting and process and tools recommendations as needed • Provide e-Learning and knowledge management leadership, technical expertise, mentoring, and consulting in support of a collaborative work environment that supports organizational and client business needs **Design and Implementation— e-Learning Solutions/Distance Learning** Demonstrated expertise in the design (using instructional design methodology), development, and delivery of comprehensive technology-based learning solutions to support business goals and resolve critical business problems. Components include: • **Training:** Design, development and delivery of training solutions using the Internet/web to meet learner requirements based on task/needs assessment, quality standards, and overall organizational goals; design and development of internal processes and procedures for the maintenance, release, and distribution of training materials • **Web-based Strategies:** Formulate content, knowledge management systems, and web-based applications to meet information needs of end-users • **Communications:** Design, development, and delivery of information via various mechanisms including web content, proposals, reports for clients, contributions to end-user newsletters, and slide presentations

- **Troubleshooting/Problem Escalation:** Analysis (second-tier) and timely resolution of strategic and day-to-day issues (creative, business, and technical) from developers, project leaders, clients, and management
- **Measurement:** Devise strategies to measure overall impact of the solution; collaborating with a psychometrician to create reports of learning outcomes for clients and management; overseeing the execution of strategies and authoring reports

Work History	Commonwealth of Massachusetts DOR, Chelsea, MA
	Manager of Technical Training/e-Learning **2012-Present**
	Recently promoted to supervisor, assuming management of the ETD Technical Training group while continuing to provide project leadership, instructional design and development expertise in support of the ETD e-Learning Program
	E-Learning Project Manager **2008–2012** Consulting, development, and project management in support of the Employee Training and Development e-Learning curriculum
	MCKESSON CORPORATION, Newton, MA
	Senior Manager of Documentation and Multimedia Development **2005–2007** Development resource manager, e-Learning program manager and technology consultant
	HEWLETT-PACKARD COMPANY, Littleton, MA
	Senior Performance Consultant/Program Manager **2002–2005** Performance consulting and project management, with a successful record of providing solutions that improve human performance and facilitate business goals
	COMPAQ COMPUTER CORPORATION, Littleton, MA
	Senior Performance Consultant/Program Manager **1998–2002** Program management, proposal writing, training, marketing, and strategic consulting
	DIGITAL EQUIPMENT CORPORATION, Maynard, MA
	Instructional Designer/ Training Manager /Senior Consultant **1981–1998** Multimedia training design and development; resource and program management; strategic and performance consulting
Education and Training	**M.Ed**., with focus on Intelligence Computer-aided Instruction, and statistics – Stanford University, Stanford, CA
	B.S., Mathematics (minor - Education & Programming) – Tufts University, Medford, MA
	Numerous professional seminars including Foundation Certification in IT Service Management and Information Mapping Seminar (Information Mapping, Inc.)
Recent Software Expertise	Trivantis Lectora, Camtasia Studio, Adobe Captivate, Adobe Premiere Elements, MS LiveMeeting, Microsoft SharePoint

Addendum

Representative Achievements

Program management/development of high quality, target audience focused e-learning (at DOR): Significantly enhanced the existing e-learning program, driving development and delivery standards to promote efficient development processes and high quality deliverables. Over four year period, supported DOR internal e-Learning needs while supporting DOR's shared services model, providing e-learning management, development, and consulting for both CSE and a number of external organizations including ANF IT, ESE, HRD, ITD, and the Massachusetts Ethics Commission. Designed and developed a user accessible Lectora e-Learning course shell, providing an efficient development methodology to consistently deliver high-quality e-Learning.

A key driver of the Blended Learning Initiative (at McKesson Corporation): While providing resource and management support across three product lines, provided key leadership and consulting in the design, development, and implementation of a blended learning strategy. Applied strong leadership and technical skills to support the following: identification of a customer targeted Learning Management System platform, development of WBT and multimedia implementation strategy (including the creation of a robust multimedia WBT prototype), selection of WBT outsourcing vendor via RFI/RFP process, and implementation of customer usability study.

Led cutting-edge Multimedia development group (at DIGITAL): Key leadership role in the management and rapid growth of a small computer-based training group into an award-winning, cutting-edge multimedia development group comprised of instructional designers, video producers, editors, software engineers, and graphic artists, managing many resources. Anticipated the need for a troubleshooting helpdesk for our CBT multimedia training software products; built the team and support infrastructure from the ground up, providing high-quality customer hotline support

Multimedia Program manager for Learning Services (at DIGITAL): Identified business opportunity and program managed the rapid growth of a major Multimedia initiative (2 million dollar annual budget, over 15 resources). Applied strong leadership and technical skills to successfully meet extremely aggressive schedule; program managed the delivery of over 15 Multimedia CD-ROM on-the-shelf customer courses and other deliverables for the client. Also provided technical consulting and troubleshooting support across the entire curriculum

Enterprise-wide distance learning initiative (at Compaq): Distance learning program manager during 3-year growth of the program from proof-of-concept stage (single-handed) to program managing a team of 5 to deliver training worldwide (using Centra Symposium) to over 10,000 employees and external customers. Included evolution of infrastructure to support both intranet and internet live deliveries, a knowledge repository, and event recording access

Distance Learning Lead Consultant for Procter & Gamble (P&G) outsourcing engagement (at HP): Distance learning lead consultant for transition phase (14-month period) of $3 billion engagement, developing and implementing the distance learning strategy and processes (registration, delivery, tracking, and session evaluation) that provided live and ongoing self-paced multimedia training for over 2500 employees

Leader or member of various technical competency focused teams: Successfully supported cross organizational technology and business goals (managing budgets of over 200 K)

Program Manager of DIGITAL's remote access lab (RAL): Program/project manager for the conversion of manual lab hardware/software implementation to total automated lab environment with worldwide accessibility.

Awards and Presentations

Recipient of various industry and in-house awards including:
- Massachusetts Performance Recognition - Citation for Outstanding Performance, 2013 for Conflict of Interest Law e-Learning Project
- Massachusetts Excellence in Technology Award, 2011, Commonwealth ITIL Awareness Program
- Compaq Merit Award for Contributions to the Remote Access Lab (RAL) Program
- NewMedia Invision Awards, Gold Medal, 1996 "Windows NT System Management" Multimedia Training

Presented at conferences for industry and professional societies including:
- Ed Media 2000 (Montreal) Distance Learning/RAL innovations
- Society for Applied Learning Technology (SALT) 2000 Conference (Virginia) "Worldwide Delivery of Just-In-Time Hands-On Technical Training to the Desktop"
- Centra Summit 2000 (Boston) on Centra and RAL capabilities
- American Society for Training and Development (ASTD) Central Massachusetts meeting 2001