



William Calkins
wjcalkins@yahoo.com
303-399-4147

344 Forest Street
Denver, Colorado 80220
USA

Qualification Summary

Educator and Trainer

- E-Learning Design, Instructor Led Training, Classroom Facilitation, Needs Assessments, L1-L4 Analysis

Writer and Editor

- Project Management, Instructional Design, Web Based Training, Technical Writing, Curriculum Development, Policies and Procedures, Regulatory Compliance

Industry Experience

- Mortgage Servicing, Software, Non-Profits

Diversity, Equity, and Inclusion

- Global working group for effectively enacting company policies and procedures to support corporate DE&I goals
- Employee Resource Group organization and facilitation
- Social Justice Task Force inception and development

Special Skills

- Excellent communication enabling smooth interaction with clients and coworkers
- Project management and team leadership
- Conversion of abstract ideas into concrete documentation, technical jargon into everyday language
- Flexibility enabling quick transition between projects
- Committee and board chairpersonship
- Staff training and talent development

Professional History

E-Learning Project Specialist, Senior Instructional Designer – Computershare (Specialized Loan Servicing), 2006 to present

- Project manager and team leader for e-learning projects including needs analyses, communication with stakeholders and subject matter experts, oversight of instructional designers, and L1-L4 evaluations
- Design and development of e-learning materials including employee training, compliance, testing, surveys, and audio-video
- Technical documents editor
- Computershare Global Diversity and Inclusion Working Group, founder and chair of LGBTQ+ employee research group
- Administration of department SharePoint site including 1,000 job aids and company policies
- Oversight and continuous improvement of company-wide policies and procedures including corporate, state, and federal compliance
- Employee classroom facilitation for multiple subjects including software skill development

Senior Technical Writer – Oracle (PeopleSoft, J.D. Edwards), 2000 to 2006

- Development and maintenance of department web site and online library for Platform Technologies organization
- Technical documentation production for internal and external users
- Creation of marketing material including online, print, and multi-media for international business Advanced Technologies user group
- Managed extensive review and publication process for Minimum Technical Requirements (MTRs) for EnterpriseOne software

Formal Education

Master of Arts, Education

Presbyterian School of Christian Education (now Union Presbyterian Seminary), Richmond, Virginia

- Education theory and methods
- Group process
- Theology

Bachelor of Science, Education

Nebraska Wesleyan University, Lincoln, Nebraska

- English, language arts
- Elementary, secondary, and middle school theory and methods

Portfolio samples are available at www.wjcalkins.com.