

# PATRICK D. THOMPSON

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## SUMMARY

Military veteran with over 10 years' experience combined as an Instructional Designer, eLearning Developer, and LMS Administrator. Experienced in developing education/training materials in both the K-12 and corporate environment. Proficient in the utilization of eLearning authoring tools and various other software applications to develop education/training materials. Experienced in the administration of multiple learning management systems.

## EDUCATION

Bachelor of Science, Computer Information Technology,  
University of Maryland-University College

Basic Multimedia Illustrator Course, Defense Information School, Fort-Meade, MD  
United States Air Force

## TECHNOLOGY SKILLS

**Operating Systems:** Windows and Mac Operating Systems.

**Applications:** Microsoft Office Suite, Photoshop, Illustrator, Dreamweaver, InDesign, Captivate, Premier Pro, Soundbooth, Flash (basic skills), Audacity, Living Actor, GoAnimate, Articulate Storyline v2 and v360, Articulate Presenter, Articulate Quizmaker, Articulate Engage, Blackboard/Angel Learning Management System, Moodle Learning Management System, Cornerstone Learning Management System.

## EXPERIENCE

### CNSI

**October 2015 – Present**

#### **Learning and Development Specialist Lead**

- Authored training content (web-based training, quick reference guides, and instructor-led training guides) using the ADDIE/5 D's model.
- Arranged and facilitated meetings with subject matter experts.
- Worked collaboratively across multiple departments and business units to develop training content for both internal and external clients.
- Evaluated training content using Kirkpatrick's four levels of training evaluation.
- System Administrator for company Learning Management System (LMS) (Cornerstone).
- Instrumental in the deployment of the new LMS from the company's previous LMS.
- Conducted training sessions on LMS features and functionality for CNSI staff.
- Created Learning and Development Department's monthly newsletter.
- Attended quarterly Cornerstone user group meet-ups and actively participated in knowledge sharing activities with attendees.

### **AP Ventures/Maryland State Department of Education (Contract Position)**

**February 2012 – November 2013 / July 2014 – June 2015**

#### **eLearning Developer/Instructional Designer**

- Developed multimedia applications for both online professional development and online student courses.
- Developed multimedia training modules on how to use and navigate through various data dashboards within the Oracle Business Intelligence Enterprise Edition software.
- Developed multimedia training modules that are used to train new users on how to use and navigate various functions of the Blackboard learning management system.
- Utilized Adobe Captivate, Articulate Storyline, Living Actor (Avatar Software), PowToons (Web-based video/presentation development tool) and Audacity in the development of the multimedia training modules.

### **MAXIMUS**

**November 2013 – July 2014 / July 2014 – September 2015 (Part time)**

#### **eLearning Specialist**

- Developed web-based corporate compliance/onboarding training using Articulate Presenter, Quizmaker, and Engage and Adobe Captivate software.
- Converted instructor led training (webinar and face-to-face) to web-based training to be deployed and tracked using the company's proprietary LMS.

- Developed a series of web-based training courses focused on disability and veteran inclusion which were not only deployed internally but also marketed and sold to outside businesses (Rite Aid and Sears).
- Converted English language versions of corporate compliance training to Arabic language versions with the assistance of Arabic translators.
- Created and analyzed level 1 web-based training evaluations.
- Worked directly with SMEs to develop new web-based compliance training.
- Assisted in the system administration of the company's LMS.

### **Howard County Public Schools (Contract Position) - College and Career Readiness Support Project**

**August 2010 to October 2011**

#### **eLearning Developer**

- Developed over 130 interactive multimedia applications for both online professional development and online student courses.
- The various interactive applications were developed for Algebra, English IV, and Social Studies.

### **Montgomery County Public Schools**

**October 2008 to February 2012**

#### **eLearning Developer / LMS Administrator**

- Developed online courses for K-12 students using a variety of multimedia tools.
- Administrator of Blackboard/Angel and Moodle Learning Management Systems for online courses offered by MCPS.
  - Developed and deployed learning objects on the LMS for all three courses offered by MCPS.
  - Completed periodic maintenance on the learning management systems.
  - Created and maintained over 1,300 student and instructor accounts each year.
  - Addressed all technical support issues for all students and instructor accounts.
  - Created training modules for instructors and students on the functions and capabilities of the Blackboard/Angel LMS as well as the Moodle LMS.
  - Managed the process of migrating all previously developed educational resources from the Blackboard/Angel LMS to the open source learning management system, Moodle.
- Designed advertising materials for MCPS's Student eLearning department's three current online courses.
- Presented new industry leading software and best practices for developing online courses and many other training materials in the 2009 and 2010 Maryland Distance Learning Association Conferences.
  - **Maryland Distance Learning Association (MDLA):** Presented on new e-learning development tools with emphasis on Articulate software (2009).
  - **Maryland Distance Learning Association (MDLA):** Presented on how to incorporate customization in online course development (2010).
- Web-master of our Student eLearning department website.

### **November 2002 to November 2006                      United States Air Force (Andrews AFB)**

#### **Graphic Designer / Visual Information**

- Designed graphic/multimedia products to include: posters, pamphlets, brochures, programs, publications, web pages, logos, and power point presentations on Andrews AFB using industry standard software packages.
- Built and performed updates on Andrews AFB high profile mission briefing using power point.
- Performed customer service for 4 different multimedia shops including Graphic Design, Photo, Video, and Presentation.
- Provided functional support of portable presentation equipment including laptop computers, projectors, and screens.
- Operated multimedia workstations and peripheral devices including laser and large format printers and scanners. Proficient with Windows environment, PCs and Mac O/S.
- Reconfigured multimedia archive filing system to accommodate graphics team use and allow for efficient retrieval of photos, clip art, and previously designed items.
- Set up and Conducted many last-minute Video Teleconferences for joint services in a high stress deployed location.
- Received honorable mention in the Layout & Design category of the 2005 Visual Information Award Program MILGRAPH competition among 200 entries from across the DoD.