

Tanya Elias

349 Sunhill Court ♦ Kamloops, BC V2E 2P4 ♦ (250) 828-0606 ♦ eliasj@telus.net

Profile:

Results-oriented learning professional specializing in performance improvement through the development of innovative initiatives. Strategic thinker with strong analysis, design and implementation skills. Develops high performing teams and leads them in addressing business needs and achieving business goals.

Skills:

- 5 years experience in performance improvement and instructional design
- Knowledge and experience in data analysis, performance metrics, and research methods
- 2 years experience leading medium to large-scale performance improvement initiatives
- 7 years project management experience

Computer Skills:

- Microsoft Word, Excel, Power Point, Live Meeting, Sharepoint
- Adobe Captivate, Acrobat, Connect, Photoshop
- Moodle
- Elluminate

Work Experience:

CONVERGYS CUSTOMER MANAGEMENT, KAMLOOPS, BC.

Consultant, Learning Strategy and Manager, Instructional Design, July 2010 to present.

- Analyze business needs and recommend innovative training solutions to complex performance challenges
- Manage medium to large-scale curriculum projects and develop plans to mitigate risks to ensure high quality solutions are delivered on time and on budget
- Lead a five to eight member global team that applies adult learning theory, evaluation techniques, and educational technology research to implement performance improvement and talent development solutions
- Work closely with stakeholders across functions to respond to organizational priorities throughout the analysis, design, implementation and validation processes
- Support continuous innovation and process improvement across functions in the vertical and within the department
- Collaborate with systems and business experts, content engineers, graphic designers, and quality assurance teams to ensure the best possible solutions

ELIAS INFORMATION DEVELOPMENT, KAMLOOPS, BC

Consultant, 2009 to 2010

Provided information development services including organizational and training design, development, writing and editing and proposal writing.

Clients included: AU Self-Paced Research Project, Advocis, People in Focus Consulting, *Phenomenology and Practice*, WOW Leadership Training, the AU-University of West Indies "Look OER" Project, and Secwepemc Child and Family Services.

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CLEARWATER MANAGEMENT INC., INUVIK, NT

Owner and Student Services Administrator, 2000-2006.

Developed and implemented innovative programs and services on a contract basis for the Government of the Northwest Territories. Accomplishments include collaboration with government representatives and Board of Directors, development and implementation of strategies and policies, and the management of financial records and confidential student files.

Education:

ATHABASCA UNIVERSITY – ATHABASCA, AB

Masters in Distance Education, Completion date December 2012.

Relevant coursework topics include:

- Change management and performance management
- Development of strategic and operational plans
- Program evaluation, needs assessment and analysis
- Project management
- Instructional design methods and program implementation
- Emerging technologies and their educational uses
- Qualitative and quantitative research methods

ATHABASCA UNIVERSITY – ATHABASCA, AB

Graduate Diploma in Instructional Design, 2010.

Certificates and Memberships:

CANADIAN SOCIETY OF TRAINING AND DEVELOPMENT MEMBER

Publications and Presentations:

Learning Analytics: Definitions, Processes and Potential. (Submitted to Journal of Educational Technology and Society) <http://learninganalytics.net/LearningAnalyticsDefinitionsProcessesPotential.pdf>

Universal instructional design principles for mobile learning (February 2011). ***The International Review of Research in Open and Distance Learning.***

Universal instructional design principles for Moodle. (May 2010). ***The International Review of Research in Open and Distance Learning.***

How Free is Free? Using Open Educational Resources to Build Courses, Session Presentation. Educational Technology Users' Group Spring Workshop, June 2010.

Developing University Courses with OERs, Panel Presentation. World Ed-Media Conference, Toronto, ON, July 2010.