

Maléka Ingram

7532 Maury Road | Baltimore, MD 21244 | 503.332.4187 | mningram@gmail.com

Summary of Qualifications

- 14 years human performance technology and instructional design experience using industry standard methodologies to improve individual and organizational learning and performance.
- 12 years experience in project management, e-learning, user-centered design methodologies, and visual communication strategies.
- 12 years of design, development and delivery of SCORM compliant online learning materials and instructor-led training and competency-based curriculum development.
- Experience leading teams, influencing clients and management using engaging presentations, identifying and implementing innovative learning solutions, and working collaboratively.
- Research experience in analyzing software applications and tools to facilitate process improvements across the organization. This includes the use of corporate social media networks, learning management systems, knowledge management tools, and online document repositories.

Technical Skills

Multimedia Authoring

Flash, Camtasia, Captivate & Presenter

Audio & Video Editing

FinalCut Pro, Morae, Pinnacle Studio, Soundbooth & Audacity

Graphic Design

Illustrator, InDesign, PhotoShop, Visio & Fireworks

Web Development

CSS, XHTML, & Dreamweaver

Knowledge Management

ePublisher Pro, eRoom & SharePoint

Learning Management Systems

GeoMaestro, WebCT, SABA, & CourseTracker

Project Management

MS Project & SharePoint

Office Applications

Word, PowerPoint, & Excel

Employment

Sr. Performance Specialist, September 2008 – Present

Laureate Education, Inc., Baltimore, Maryland

I am responsible for the identification of learning and performance needs for the Division of Institutional Oversight and Academic Integrity with a focus of regulatory and compliance.

- Serve as the lead project manager for learning development and communication projects. Major accomplishments include: (1) defining and implementing a regulatory curricula for 400+ internal employees, (2) setting the standard for the development of Web Based Training including the creation and deployment of Podcasts, (3) automation of systems and processes, and (4) coordinating outreach programs to communicate the latest regulatory challenges.
- Lead global team of learning and development professionals through a community of practice designed to provide a forum in which topics are examined, best practices are shared and cross-functional collaboration is fostered in an effort to build a community of practice in which the use of standard tools, systems and processes contribute to the rapid production of effective learning materials.
- Serve as lead Administrator and technical support for GeoMaestro Learning Management System.

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Intel Corporation, July 1997 – October 2007

I served in multiple roles within human resources, finance and systems training and development over a 10-year period. Each job role represented an opportunity to learn more about the company and its operations and to stay on the leading edge of learning technology and people development.

Sr. Learning Solutions Designer, October 2004 - August 2007

Global Finance and Accounting

Recognition: Received Finance Achievement Award

- Served as the lead project manager for learning and people development initiatives. Major accomplishments: (1) identification and implementation of online repository to store finance policies, procedures and guidelines to support Sarbanes-Oxley Compliance requirements, (2) development of multimedia materials for Legal, Sales and Marketing Ethics requirements and (3) creation of online communications and marketing materials for new Business Process Management efforts.
- Completed all phases of Instructional Systems Design using the ADDIE model to assess, design, develop and implement performance support systems, online tutorials, e-learning courses, blended solutions and online/ instructor led courses.
- Collaborated with IT department to implement SABA Learning Management System. Main responsibility included curriculum development based on job roles and functions. Assisted with the collection and migration of this data into new system.
- Partnered with international management team to create a certification program on business processes and systems for accounting and financial services to support global workforce migration.

Training Manager, December 2002 - October 2004

Global Finance and Accounting: Corp Fixed Asset Accounting

- Served as the main training lead and coordinator for department. Major accomplishments: (1) established formal training program, (2) devised job role specific curriculum, and (3) drove implementation of knowledge management tool usage with organization.
- Conducted environmental assessment to identify and scope performance and training gaps for a global accounting audience.

Instructional Designer, August 2000 - December 2002

Finance Systems Training

- Managed training deliverables for global SAP and ePurchasing systems implementations. Responsibilities included the design and development of online and instructor led materials, creation of system simulations, and face- to-face training at 8 international sites: Australia, China, England, Germany, India, Israel, Singapore, and Taipei.
- Instructed applications courses via instructor-led, teleconferencing and blended mechanisms.
- Participated in cross-functional teams to define, and document tool enhancements.

Performance Consultant, January 1999 - August 2000

Enterprise Server Group

- Determined performance improvement interventions and training for server engineers in alignment with business objectives to increase productivity and on the job performance.
- Created, designed, and produced technical publications for instructional purposes.
- Coordinated and facilitated whole-group working sessions for organizational development initiatives geared towards improving employee satisfaction and job quality of life.

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Education

Doctor of Communications, Information and Communications Technologies, Anticipated completion, August 2012
University of Baltimore, Baltimore, Maryland

Master of Art, Instructional Design and Technology, June 1997
The Ohio State University, Columbus, Ohio
Graduate Research Assistant and Educational Software Evaluator (*Intern*)

Bachelor of Art, English and Education, May 1995
Spelman College, Atlanta, Georgia
FORD Teachers Scholar and Teacher Certification: Communicative Arts

References Available upon request