



Michelle Lentz

Technical Writer

A strategic and accomplished **Technical Writer** with over 20 years of experience and a history of leading HCM implementation documentation and training strategy.

- Designed learning and documentation strategy for HR implementation of HCM applications across the enterprise
- Designed virtual instructor-led training for HR implementation of HCM solutions (Workday/MyHR)
- Created user guides, including photo software and image editing tools, large-scale machinery, eLearning development software, and an LMS.
 - Panstoria Artisan and Historian software
 - RA Jones packaging machinery
 - Trivantis Lectora eLearning development software and CourseMill LMS
- Created online help using Flare and RoboHelp, including photo software and image editing tools, content management systems, reporting tools, eLearning development software.
 - Panstoria Artisan and Historian software
 - 7 Shadow Content Management System
 - Florida Department of Child & Family Services reporting tools
 - Trivantis Lectora eLearning development software
- Wrote job aids and quick start guides, including
 - Oracle HCM Talent Review Module job aid (Growth Potential)
 - Oracle LXP Learning Paths
 - P&G SAP implementation and training
 - Bristol-Myers Squibb SAP implementation and training
 - Panstoria Memory Manager software
- Edited work includes technical, magazine, and books.
 - Brystin scientific proposals
 - ATD Press book, “Learning in the Age of Immediacy”
 - ATD Press book, “L&D Playbook for the Digital Age”
- B.A., English, emphasis Technical Writing
Wright State University

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Samples

www.michelleslentz.com/samples

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Summary

Strategic and highly accomplished virtual learning leader experienced in learning strategy modernization and technology implementation for domestic and global companies:

- Certification in Virtual Live training (Synchronous Facilitation) and extensive experience with WebEx, Zoom, and other conferencing and learning platforms
- Certification in 360 Feedback Facilitation, providing coaching to Level 1 Managers and above based on feedback from peers, direct reports, and supervisors
- Modernizing the training approaches at a 100+ year old legacy company through relationship-building and a move to Agile methodology
- Developing rapid training strategy for ServiceNow, Workday, and Salesforce implementations across the enterprise
- Leading major program initiatives and project management of HCM, mobile, and other technology-based learning programs for global workforces, L&D and HR change management

Experience

Online Event Producer (Freelance)

June 2020 - Present

- *Minnesota Association of Watershed Districts*, Facilitator: "Lights, Camera, Action: Tips & Tricks for Pre-Recording Zoom Sessions," (October 2020)
- *L&D Cares Career Growth Summit* (September 2020)
 - Facilitator and producer for L&D Cares 3-day virtual Career Growth Summit using the Remo conference suite
 - Role included technical support, recording, chat and Q&A monitoring, introductions, and moderating panels
 - Conference included 20+ sessions, 4 tracks, a virtual Talent Fair, 400 global participants and 65 speakers
 - Facilitated 6 technical dry runs for speakers
 - Facilitator and producer of a virtual webinar series for job seekers in L&D Cares (ongoing)
- *The Learning and Development Conference* (June-July 2020)
 - Zoom session producer for multiple sessions during the 6-week live, online "The Learning and Development Conference." Included technical dry runs with speakers.
 - Included 325 participants and 28 speakers, with 51 sessions.
 - Handled admittance, chat, polls, breakouts, and tech support during each session.

UPS, Atlanta

September 2019 - Present

Senior Manager, Global Business Services Call Center Training

Areas of responsibility include creating and leading the strategy to move from instructor-led training to virtual live and eLearning; modernizing call center training by analyzing and piloting performance support initiatives.

Achievements include:

- Facilitating and producing meetings and training for more than 180 attendees in Zoom, including interactivity and multiple speakers
- Leading a team of 8 to analyze existing instructor-led training courses to recommend a conversion to blended, virtual live, or eLearning
- Moving team to Agile approach for development and project management, including white papers and leading training
- Working with Senior Leadership to generate buy-in for training modernization and performance support. Role requires relationship building to socialize the newer ideas
- Developing a rapid training strategy for new ServiceNow, Workday, and Salesforce implementations across the enterprise in both IT and HR
- Launching an eLearning Fundamentals program for all instructional designers. Includes standardization of templates, storyboards, and style guides

Oracle Corporation, Remote Senior Manager, HR Learning Solutions

August 2012 – September 2019

Areas of responsibility include WebEx, Zoom, and virtual live training platforms; adoption, implementation, configuration and governance of learning experience platforms (LXPs); human capital management HCM/HRIS systems training; onboarding; large-scale project management, talent management and Agile methodology.

Promoted from Senior Instructional Designer to Senior Manager during Oracle tenure. Achievements include:

- Led the HR Learning Solutions team, responsible for enterprise-wide HR learning strategy and solutions consisting of all onboarding, HCM, and HR policy and compliance programs
- Facilitated global new hire training via virtual live platform for 100-500 new hires on a bi-weekly basis
- Facilitated virtual learning sessions monthly to introduce Oracle employees to new innovations in HR. Moved sessions to WebEx from an internal Oracle platform
- Responsible for building the team and redefining the direction of the HR Learning. Moved my team from a development and production team to consultative designers for all the HR learning solutions
- Influencer for the implementation of the Degreed/PathGather LXP, including managing the vendor, process integration, and reporting, resulting in over 30,000 users during the pilot
- Managed the resource allocation and budgeting for the HR custom training portfolio, vendor/contractor vetting and management
- Led learning strategy for change management for new processes introduced across the enterprise

Independent Consultant, Cincinnati

dba Write Technology **October 2003 – August 2012**

- Ran a successful instructional design, speaking, and technical writing business
- Training/instructional design clients included Trivantis, Saint-Gobain, Health Foundation of Cincinnati, and U.S Department of Fish and Wildlife. Technical documentation clients included Panstoria and 7 Shadow.
- On retainer at Panstoria as *Director of Marketing and Documentation*, 2009-2011

Trivantis Corporation, Cincinnati

April 1999 – October 2001

Director of Documentation and Training

- Designed and facilitated virtual and in-person instructor-led training across multiple verticals.
- Built training team consisting of design and delivery staff; trainers, and administrative staff
- Created online help and an extensive user guide for both the Lectora software and CourseMill LMS

For full work and volunteer experience, please refer to <http://www.linkedin.com/in/michelleslentz>

Presentations, Awards, Publications

Frequent presenter at industry conferences, including STC, eLearning Guild, ATD, and Masie

- Contributing writer: *Le&D's Playbook for the Future*, ATD Press, 2021, and *Ready, Set, Curate*, ATD Press, 2016
- *Fearless Instructional Design: Learning from the Imagination of Jim Henson* (design thinking for instructional designers); multiple presentations, including TK 2021
- *Copyright and Fair Use: Using Creative Commons and Open Source in Your Training*, multiple presentations
- *ATD Volunteer Staff-Partnership Award* for design of a unique and collaborative closing conference session
- *ATD TechKnowledge Conference Planning Committee*, multiple years

Education and Certifications

- Certified Synchronous Trainer: InSync Training
- 360 Feedback Facilitation: Oracle certification
- B.A., English, Emphasis in Technical Writing, Wright State University
- Design Thinking via General Assembly