

KEVIN J. KISHFY

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LEARNING & DEVELOPMENT PROFESSIONAL

Learning & Development (L&D) Professional with more than 18 years of experience designing and developing creative technology solutions that educate, enhance performance, effect change, and promote growth. Achieved much success in designing and developing effective learning and multimedia solutions for global audiences.

TECHNICAL SKILLS

Learning & Development Software and Collaboration Tools

SAP Enable Now, SuccessFactors LMS, SCORM/AICC Compliancy, Camtasia Studio, Adobe Captivate, Articulate Storyline 360, Whatfix, Degreed, Adobe Acrobat, Microsoft 365 (Word, Excel, PowerPoint, Teams, OneDrive, OneNote, etc.), Apple Pages, Numbers, and Keynote. Collaboration tools: Teams, Zoom, Webex, Adobe Connect, GoTo Meeting, Microsoft Remote Desktop, Cisco Connect, VMware.

Multimedia, Web Design, and Operating Systems

Apple Final Cut Pro, Adobe (Photoshop, Illustrator, Premiere, After Effects), TechSmith Camtasia Studio, TechSmith Snagit, Avid Xpress Pro, Audacity, Sorenson Squeeze, Chroma-Keying (green screen editors), Microsoft SharePoint (Classic and Modern), WordPress, basic HTML/XML/CSS, Windows 95-11, Windows Server 2003–2016, Macintosh OS 9 – OS X ‘Sonoma’, iOS & Android Mobile OS, ServiceNow.

WORK EXPERIENCE

HASBRO, Pawtucket, RI

2013 – 10/2022

A global play and entertainment company with \$6B sales in 2021 and more than 6,500 employees

IT Training and Documentation Specialist

- Participate in the assessment of training software needs to determine training methodology and focus.
- Designed training curriculum and interactive courses utilizing the SAP Enable Now training platform (Producer, Instant Producer, Web Assistant and Manager), Adobe Captivate and Camtasia Studio.
- Collaboration with subject matter experts and global partners to design, develop and implement interactive training modules, PowerPoint training decks, project documentation, multi-page guides and one sheets for SAP, Microsoft 365, other software product rollouts and upgrades, and to aid Hasbro Business Units: Brands, Finance, HR, IT, Legal, Marketing, Operations and our partners.
- Design and delivery of SharePoint training sessions to employees and partners who need to create, enhance and continuously maintain their business unit Intranet and project site pages.
- Conducted hundreds of training sessions on the use of SAP Enable Now as well as other software training needs that were utilized in the ongoing design and development of training modules.
- Plan and administer training schedule and events for varying-sized groups of participants.
- Analyzed and reported on end user progress through system reports, to continually evaluate and suggest improvements to training methods, design, delivery, and approach.
- Continuous improvement to all training assets by regularly collaborating with content owners.
- Communicate training platform issues to internal technical staff and track resolution of issues.
- As a member of the IT Communications & Training Team, I was also tasked with developing informative posters, flyers, table toppers, digital display advertisements, and more. This is largely due to my vast multimedia skillset, in addition to my Instructional Designer / E-Learning skills.

CAREERACADEMY.COM INC, Needham, MA

2004 – 2012

A global leader in self-paced computer technology training solutions for IT Professionals

Multimedia Development Manager

- Created, developed, and managed the in-house multimedia department and a small team of outsourced international multimedia developers.
- Performed all aspects of video editing, animation, UI design, PowerPoint development and technical writing towards the development of eLearning modules for use in New Horizon Computer Centers.
- Managed project tasks to the multimedia development team to include communicating with SME on course materials, through to creation of video recordings and editing.
- Worked closely with programmers in the on-going development and enhancement of our Learning Management System and our courses User Interface (UI).
- Managed and assisted with the ongoing development and maintenance of all company-owned websites utilizing Adobe Photoshop, Dreamweaver, and Flash.
- Directly responsible for all company-wide graphic design initiatives to develop and deploy digital communications.
- Managed the in-house technical support department to ensure that timely and top-quality support was provided to customers.
- Coordinated all instructor-led, video-based training sessions from course conception through completion by working directly with the contracted expert instructors.
- Communicated with clients from high profile companies such as Microsoft, Cisco Systems, VMware, EC-Council, and New Horizons Computer Learning Centers to integrate video-based training courses into their Learning Management Systems.

ADDITIONAL EXPERIENCE

MULTIMEDIAGUY.COM, Cumberland, RI

Providing freelance-based Multimedia & Training Development services through Multimeddiaguy.com since my layoff from Hasbro Inc. at the end of 2022, and to keep active as I seek out my next great full-time career opportunity.

Freelance Training and Multimedia Designer

- Design and development of PowerPoint Presentations, Keynotes, Corporate Training Decks, Video Demonstrations, Graphics & Infographics for Communications, SharePoint Sites and Pages, and Interactive Multimedia content.
- Setup of the Multimeddiaguy.com website and collaboration options including asset management, domain name server, hosting, and Microsoft 365 accounts.
- Build out and administration of the site utilizing WordPress, Photoshop, Canva and Illustrator.

BIG K SUPERMARKET, Providence, RI

Assisted my parents with the family business from an early age through college
Store Manager

EDUCATION

NEW ENGLAND INSTITUTE OF TECHNOLOGY, Warwick, RI

Associate in Science Degree: Multimedia and Web Design Technology

Accomplishments: GPA of 3.9. Dean's List every quarter. Graduated with honors.

JOHNSON & WALES UNIVERSITY, Providence, RI

Associate in Science Degree: Hotel/Restaurant Management

Accomplishments: GPA of 3.7. Graduated with cum laude honors.