

# Tzippy Corber

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## **SUMMARY OF EXPERIENCE**

- Extensive performance improvement experience in telecommunications and computer-related technology, transportation, banking, and education;
- Skilled in technical writing/editing;
- Specializing in front end analysis, design, development, and evaluation phases of the instructional design process.

## **STRENGTHS**

- Over 15 years of experience in design, development, and evaluation of corporate training;
- Experienced in e-learning, classroom, small-group, and structured on-the-job solutions;
- Strong in identifying instructional requirements and learner needs;
- Experienced in working collaboratively with content experts to produce quality-driven instructional materials and documentation;
- Enterprising, diplomatic, and proactive in solving problems and overcoming obstacles to attain the best solution;
- Steady, patient and consistent approach to getting the job done on time and in budget;
- An engaging writer, able to write clear and concise materials targeted to the audience;
- Self-directed, self-starter while being strongly committed to a collaborative approach;
- A skilled instructor;
- Functionally bilingual (French/English).

## **EDUCATION**

Concordia University: Master of Arts (Educational Technology), 1988

McGill University: Diploma of Reading

Diploma of Education

BA (psychology/anthropology)

## **OTHER TRAINING**

Graduate of the Coaches Training Institute

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## **I NSTRUCTIONAL DESIGN/DEVELOPMENT EXPERIENCE**

### **Financial**

- **CIBC:** Training plan (5 audiences), program design, selection of 3<sup>rd</sup> party components, development (orientation, job procedures, Siebel training, structured on-the-job components) for medium and large business customer service center.

### **Government**

- **Canadian Public Health Agency** (Pensivo Inc. project): Web-based modules on various aspects of public health.

### **Telecommunications and computer-related technology**

- **Apparent Networks**, Vancouver, B.C.: Web-based, classroom and WebEx modules for users of software used to test and diagnose networks.
- **Vancouver Coastal Health:** Instructor-led software training for hospital employees required to create and update web pages.
- **SITA:** Classroom, small group, coaching materials, and job aids for call center employees (Siebel and job training); mentoring and support to create and deliver training.
- **Ericsson:** Classroom training for integration and verification, change management materials; mentoring and support to create and deliver training.
- **Locus Dialog:** Classroom training and reference documentation for speech recognition distributors, installers, end-users and application developers.
- **Forensic Technology Inc:** Classroom training and job aids for forensic information hardware and software used by international clients.
- **Eicon Technology:** Classroom training for international distributors and users of data communications products; mentoring and support to create and deliver training.
- **Peat Marwick:** Classroom training for new users, project managers and technical writers of CASE tool

### **Transportation**

- **CN Rail:** CBT storyboard design and development for Canadian railway rules training; classroom training for technology supporting waybill, inter-railway settlements, demurrage; presentations and job aids for 2 groups implementing the redesigned process handling major derailment; front-end analysis and training plan for new call center; level 3 evaluation Level 3 for ten-month Manager of Train Service training program; level 2 evaluation for a six-month Account Manager training program.
- **CPR:** Project management, instructional design and development of classroom training and change management for the Accounting department's SAP implementation.
- **Air Canada:** Project management, instructional design and development of classroom training and change management for five audiences learning a new integrated computer system in the maintenance organization; task analysis and high-level training design for desk agents.

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## Non-Technical Training

- **Pfizer:** (MVM Communications project) Classroom Procure-to-Pay process training.
- **Fujitsu:** Web-based training for career advisors.
- **Ericsson, Fujitsu, CN:** New employee orientation programs.
- **Eicon Technology:** Management training seminars, employee manual.
- **Dominion Textiles:** Three-day Customer Service classroom training.
- **Kativik School Board:** English second language classroom materials and instructional game for adult Inuit; evaluation of English second language enrichment material; evaluation of culture-specific mathematics and English adult education material.
- **Makivik Corporation:** Design and development of education and support materials for Inuit youth projects; project evaluation for Inuit youth projects.

## TECHNICAL AND OTHER WRITING EXPERIENCE

- **Arinso Canada:** SAP documentation (HR module).
- **SITA:** Web-based documentation for business processes and procedures (Siebel) for customer service center.
- **Bombardier:** SAP web-based documentation (PM, PPD, HR modules).
- **Air Canada:** On-line documentation for computer system used by airline maintenance staff.
- **Ericsson:** Documentation for test case software (UNIX) and change communication articles for internal newsletter.
- **Unisys Canada, Peat Marwick:** Documentation project planning and management, on-line and paper-based documentation for GIS and CASE software.
- Wrote user Guides for UNIX applications, mainframe and desktop applications.
- Edited reference manuals, installation guides, release notes, technical bulletins, RFPs for various computer software companies.
- Wrote and edited marketing materials for software and hardware products in small and medium-sized companies.

## TEACHING EXPERIENCE

- Learning Skills course: CEGEP Dawson regular sector, Continuing Education and Prison Program; Industrial Training Program; CEGEP John Abbot Psychology/ Reading Project, Kativik School Board.
- Technical and Administrative Writing: core course in Professional Writing program. (University of Sherbrooke).
- Adult literacy: 90 hour course (PSBGM).

## RESEARCH

- Curriculum design and instructional development methodology for adult Inuit education.
- Social provisions for the administration of justice, housing and health for Nunavut land claims.