

# CHRISTIAN FLANAGAN

Information Technologist, Instructional Designer, E-Learning Developer,  
Photographer/Videographer

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🌐 <https://www.flanagansweb.com> 📍 York, Pennsylvania



## SUMMARY

Dynamic and detail-oriented e-Learning Developer and Designer with over 20 years of experience in multimedia development, instructional design, and web development. Proven track record of creating engaging online education and training solutions for diverse industries, including healthcare, finance, and technology. Adept at leveraging a robust technical skill set, including Articulate Storyline, Adobe Captivate, Web Development Technologies, and various LMS platforms, to enhance user experience and drive learner engagement. I am now seeking on-site, hybrid, or remote full-time permanent or contract opportunities where I can contribute my extensive knowledge in e-Learning development and design.

## EXPERIENCE

06/2017 - 06/2024

Centennial, CO

### Batch Monitor

#### Fast Enterprises

Providing turn-key data centers for Cities, States, and Nations used to store DMV, UI, and Revenue data.

- Monitored batch processing jobs during 12 hours shifts on the weekends
- Communicated with clients in the event of job, network, or hardware issues and sent out completion reports
- Monitored worldwide network and server health and find the right person when an issue occurred
- Used Active Directory and Okta to unlock accounts and create new credentials for employees
- Set up laptop and desktop computers for training sessions
- Install and configure operating systems and software on new hardware

02/2012 - 06/2017

Centennial, CO

### Web Developer II

#### Pearson Education

Provides a wide range of educational products and services, including learning materials, assessments, and digital platforms.

- Member of a small Agile software team developing online education and training courses
- Performed front-end development and server administration
- Proof-read text and edited photography, audio, and video
- Launched 'Nursing Neighborhood 2.0,' a SCORM compliant nursing career survey course that Pearson leases to universities
- Developed 'Dream Fearlessly' course for American Family Insurance
- Created SCORM compliant 'Blueprint for Facebook' that taught small business owners how to launch and maintain targeted advertising campaigns on Facebook

01/2011 - 11/2011

Centennial, CO

### Senior Software Developer

#### Gentech, LLC

Fintech start-up company developing a software application for stock and bond trader fee and bonus management.

- redesigning and programming the user interface
- conducted usability testing

08/2009 - 12/2010

Centennial, CO

### User Experience Engineer

#### Comcast Media and Technology Center

Streamlining video operations for broadcasters and content providers, offering comprehensive global video delivery, distribution, and monetization.

- Maintained and updated Flash/Flex B-to-B applications developed for purchasing commercial spots for future programming
- End-users purchased and downloaded high-definition video files for broadcast

06/2008 - 03/2009

Denver, CO

### Web Developer

#### Digital Media Communications

Uses electronic technologies and the Internet to create, distribute, and manage text, audio, video, and graphics information.

- Create new Flash advertising widgets for clients from requirements documents
- Upgrade middle-tier PHP code from procedure and object-oriented to improve performance and maintainability
- Expanded capabilities of administration interface to give end-user greater control of their content

## EXPERIENCE

07/2003 - 06/2008

Englewood, CO

### Multimedia Developer

#### Jeppesen, a Boeing Company

A wholly-owned subsidiary of Boeing that provides navigational information, operational planning tools, and flight planning products and software for the aviation industry.

- Trained aviation and marine vehicle operators to use digital cockpit devices for communication and navigation
- Created CD's for inclusion with NavSuite and Electronic Flight Bag software application facilitating end-user transition to new versions
- Produced Cirrus Transition Training for pilots purchasing their crystal cockpit aircraft
- Built a Flash platform for creating SCORM compliant CBT, WBT, and software simulations

07/2002 - 05/2003

Englewood, CO

### Training Application Developer

#### Great-West Life

A US-based insurance and financial services company, primarily known for its retirement savings plans.

- Designed and developed a suite of Adobe Flash-based online training courses
- Helped end-users transition to the SAP business application
- Created a SQL Server database and web page for employees to sign up for courses and track their completion

04/2002 - 07/2002

Englewood, CO

### Instructional Designer

#### Percepta E-Learning

05/2001 - 10/2001

Denver, CO

### Advertising Production Manager

#### Indigio Group

10/2000 - 04/2001

Scottsdale, AZ

### Training Application Developer

#### Intel Corporation

11/1999 - 09/2000

Scottsdale, AZ

### Training Application Developer

#### Vodavi Communications

Provided affordable and scalable telephone systems for small and medium-sized businesses.

- Produced product documentation
- Created computer-based installer certification training for Voice-Over-IP product line

08/1999 - 10/1999

Avon, CO

### Information Architect

#### Agency.com

07/1993 - 07/1999

Denver, CO

### Instructional Designer

#### Multimedia Learning

A company specializing in designing and delivering custom e-Learning solutions.

- Developed the 'Teller in a Box' product for First Union Bank which enabled them to FedEx packages with CD-ROMs and laptops anywhere for local teller training
- Reduced First Union's training time from three weeks to five days and eliminated the need for new hires to travel for training
- Rebranded 'Teller in a Box' for People's, MBNA, and other banks for their new teller training
- Produced computer-based training for telecommunications, transportation, finance, and construction

01/1977 - 12/1982

Patuxent River NAS, MD

### Photographer/Film/Video Specialist

#### United State Navy

## EDUCATION

09/2005 - 12/2007

### Master of Applied Science - MAS, Computer Information Systems

#### University of Denver

09/2000 - 08/2001

### Bachelor of Science - BS, Information Technology

#### DeVry Institute of Technology

09/1994 - 08/1996

### Instructional Design - Graduate Study

#### University of Colorado

09/1992 - 06/1993

### Instructional Design - Graduate Study

#### San Francisco State University

09/1989 - 12/1991

### Bachelor of Arts - BA, English (Classical Literature and Poetry)

#### California State University, East Bay

SKILLS

|                                     |  |                   |  |                              |  |                                     |                                                     |                  |               |                       |  |                  |  |     |        |     |     |
|-------------------------------------|--|-------------------|--|------------------------------|--|-------------------------------------|-----------------------------------------------------|------------------|---------------|-----------------------|--|------------------|--|-----|--------|-----|-----|
| Adult Learning Theory               |  | Task Analysis     |  | Gap Analysis                 |  | Interviewing Subject Matter Experts |                                                     |                  | Storyboarding |                       |  |                  |  |     |        |     |     |
| Working with Cross-functional Teams |  |                   |  | Instructional Design         |  | E-Learning                          |                                                     | Course Creation  |               | Content Development   |  |                  |  |     |        |     |     |
| Media Selection                     |  | Technical Writing |  | Copy Editing                 |  | Proofreading                        |                                                     | Visual Aids      |               | User Interface Design |  |                  |  |     |        |     |     |
| Image Editing                       |  | Video Editing     |  | Graphic Design Principles    |  |                                     | Learning Management Systems                         |                  |               | Storyline             |  | Rise             |  |     |        |     |     |
| Captivate                           |  | Camtasia          |  | Flash/Flex                   |  | Authorware                          |                                                     | Microsoft Office |               | Adobe Creative Cloud  |  | Google Workspace |  |     |        |     |     |
| SharePoint                          |  | Trello            |  | Jira                         |  | Confluence                          |                                                     | MySQL DB         |               | Javascript            |  | ActionScript     |  | PHP | Python | SQL | XML |
| XSLT                                |  | HTML              |  | Cascading Style Sheets (CSS) |  |                                     | Web Server Applications (Apache, LightSpeed, Nginx) |                  |               |                       |  |                  |  |     |        |     |     |

COURSES

|                                                                |                                                            |                                   |
|----------------------------------------------------------------|------------------------------------------------------------|-----------------------------------|
| Create Responsive HTML5 e-Learning<br>Articulate Storyline 360 | Create e-Learning Courses with<br>with Articulate 360 Rise | Adobe Captivate Fundamentals 2019 |
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INTERESTS

 Bluegrass Mandolin Picker and Vocalist