

TARA DAVLIN MOORE

CERTIFIED TECHNICAL TRAINER

PROFESSIONAL PROFILE

I am a skilled trainer with over 25 years of experience in private and corporate settings for both small and large groups, in person and remote via web. I have exceptional verbal and written communication skills and as a compelling public speaker, I have the ability to engage trainees during educational sessions. I have excellent time management skills and am an effective multi-tasker. I have exceptional leadership and management skills. I am able to travel domestically or internationally.

WORK EXPERIENCE

Certified Technical Trainer III, Corelation, Inc.

May 2021 - Present

- Responsible for the effective delivery of all KeyStone Core Software technical training courses to Corelation clients and vendor partners
- Develop, design, coordinate, maintain, and deploy all Corelation development training materials and curriculum necessary to educate, train, and assist clients while enhancing their overall experience and performance in using the KeyStone Core Software
- Instruct, support and coach clients, vendors and staff in developing their knowledge of SQL and Jaspersoft reporting, User Interface and Batch Script development using JavaScript and Java programming, KeyBridge API development and integration, Forms, and KeyStone Server Administration
- Analyze client training needs to identify training gaps and develop future technical course offerings
- Maintain and continuously improve existing technical training courses, develop new program offerings and provide customized technical training classes based on client demands
- Regularly contribute new documentation and review training materials for accuracy to improve student learning
- Manage the Client Training calendar; ensure registrations are complete and clients are informed of upcoming classes and general information related to technical training

Certified Technical Trainer Contractor Illinois Department of Transportation

9/2006 - 8/2020

- Conduct face-to-face and web-based training in multiple applications and disciplines including MS Office, Microsoft Power BI, Adobe Suite, Project, Visio, SQL, VB, SharePoint, Windows using Logical Operations courseware as well as ArcGIS, and various other proprietary software
- Assesses employee training needs and overall program needs to develop appropriate training sessions
- Revise existing training and prepare new training for functional subjects, prepares course outlines, designs course methodology, and performs classroom instruction using visual aids, handouts, and exercises
- Work with leadership team to gain desired goals and results of the sessions to develop educational material relative to those needs
- Observe and coach employees to identify competency gaps
- Demonstrate and create a helpful and positive work culture
- Encourage and build positive relationships and communicate effectively with all co-workers, outside customers and vendors

CONTACT



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www.itdavlinconsulting.com



Springfield, IL

SKILLS

- Dynamic presentation skills
- Ability to keep students engaged
- Diversity in roles

CERTIFICATIONS

- CTT+
- Certified Scrum Master
- CNA/CNE
- Microsoft Office Specialist
- Microsoft Certified Educator

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WORK EXPERIENCE

Contractual Certified Technical Trainer, Novatech Solutions 08/2008 - 08/2000

- Contractual Certified Technical Trainer for various software programs including Microsoft Office Suite, Microsoft Power BI, Adobe Suite, Peachtree, QuickBooks, SQL, SharePoint, Salesforce, and any other application requested
 - Specialization in training with Logical Operations courseware
 - Instruct online and in person for both private individuals, corporate organizations, and state government.
 - Instruct summer technology camps for children, including developing age appropriate curriculum
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Information Architect/Chief Innovation Officer, Partnership for a Connected Illinois

04/2011 - 06/2013

- Responsible for all technology infrastructure and technical support across the organization, and shaping Broadband Illinois' technology vision by formulating, evaluating, and implementing IT solutions, policies, and initiatives that improve the quality and effectiveness of the strategic goals and the efficiency of the organization
 - Responsible for leading multiple teams with specific accountability for market data, database management, network services, GIS management, risk & strategic services, telecommunications, network & storage architecture, desktop management and mobility, service desk, security, and vendor management
 - Liaison to Board of Directors and Governor-appointed Broadband Deployment Council
 - Responsible for assessing IT control elements to mitigate risks regarding the confidentiality, integrity, and availability of government/Homeland Security sensitive data
 - Liaison to the City of Chicago and other large municipalities to further develop partnerships in expanding broadband in Illinois including deployment and mapping
 - Worked with Illinois State Board of Education to develop a large-scale survey for all schools in Illinois to determine broadband needs for upcoming technologies in student testing. Performed data analysis and submitted recommendations to the ISBE based on the analysis
 - Responsible for compiling a master statewide Community Anchor Institution database and collecting multiple facets of data for each for the use of the federal government
 - Responsible for developing complex Salesforce database to be used in all marketing and organization as well as training employees and volunteers on it's functionality.
 - Spearheaded mobile application development for locating Wi-Fi in Illinois from inception to completion. Wrote RFP and interviewed over 15 companies to assist with design in application. Successfully applied for grants to fund the project and found partners in the University of Illinois and their 4H programs thought the state to collect data. Used rapid agile software development methodology.
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Assistant to the Director, Illinois Secretary of, State of Illinois

10/2004 - 4/2006

- Serve as the Field Liaison for 91 downstate Driver's Licenses Bureaus
- Facility Manager at the Klein Street facility, with 13 full-time employees
- Administrator of the Temporary Visitor's Drivers' License Program for Illinois. Serve on the Legislative Committee for the Driver Services Department
- Assist in proposing, opposing, and drafting amendments for legislation
- Provide statistics and recommendations to the Director and Secretary
- Administer the Motor Voter Program for Driver Services. Assist in personnel matters for Complete User Acceptance Testing, including Alpha and Beta testing, to asses which products being developed were right for the multiple different end users and stakeholders. Responsible for full verification and cycle testing including usability problems, bugs, functionality issues, system design, business requirements direct employees

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WORK EXPERIENCE

Specialist, United States Government, Midwest Region, IL

5/2001 - 5/2004

- Project Manager for nationwide project-tracking systems
- Provide technical training for 21 states in multiple proprietary applications I co-developed
- Prepare correspondence, briefings, and periodic reports concerning federal progress
- Provide project estimates, write documentation, and perform requirement analysis
- Webmaster for multiple State Divisions
- Capture and create digital video for output to all mediums. Instruct technical classes in other Division Office sites
- National team member for 508 compliance, IIS server installation, and PDA research and deployment

Analyst, Illinois State Police

5/1999 - 5/2001

- Maintained and enhanced Illinois State Police Motor Carrier Safety computer application system
- Ad-hoc reporting and problem determination and resolution for end-users
- Head VITAL (Violent Crime Information and Tracking Linking Application) Unit with upgrade and installation of over 500 personal computers
- Create the Sex Offender Registry tracking program for the State of Illinois
- Assist with Legislative Affairs regarding Sex Offender Registry laws

EDUCATION

Bachelor of Science

IL State University, Normal, IL - 8/1995 - 6/1996

University of IL, Urbana, IL - 1/1997 - 6/1999

B.S. Criminology / Information Technology, Minor German Language