
Biographical Sketch

Julie A. Collier, B.S.

Current Position:

Education: B.S., Elementary Education, Bucknell University

Julie Collier has more than 14 years experience in the field of education and instructional design. She has worked for Human Technology (HT) for the past 10 years. During this time, she has been responsible for the design and development of hundreds of hours of instructional materials intended for classroom-, web-, and computer-based instruction (CBI). She is responsible for overseeing all aspects of course development, from the initial requirements or performance needs analysis through course development, measuring project deliverables against quality standards, and evaluating the effectiveness of the training.

Prior to joining HT, Ms. Collier taught elementary school. Her responsibilities included planning and implementing classroom instruction and evaluating instructional materials and programs.

Recent Experience

- Managed the design and development of mission-critical cross-training for U.S. Customs and Border Protection (CBP). Developed schedule-responsive processes for creating a series of cross-training courses on determining admissibility of travelers arriving at U.S. ports of entry. Established objective, measurable performance requirements and quality standards. Ensured that best practices and evaluation results were incorporated into each phase of the cross-training initiative to promote continuous improvement.

Within 2 years of the onset of the cross-training initiative, the following classroom-based training courses were developed and implemented, totaling 11.5 weeks of classroom training:

- Unified Primary Cross-Training
- Unified Immigration Processing—Land
- Unified Immigration Processing—Seaport
- Unified Immigration Secondary Processing—Airport
- Basic Admissibility Secondary Processing

Training methods include classroom-based instruction on immigration policy and procedures; video-based case studies, in-depth role-play exercises on processing travelers; hands-on systems training; and an electronic performance support system that provides enterprise-wide intranet access to relevant memoranda, directives, and job aids.

Currently revising this cross-training to reflect recent policy changes. The revised materials will be used as port training for new graduates of the CBP Officer basic training course and CBP Officers transferring from one operational environment to another.

- Designed and developed print-based instructional materials to update CBP Officers on recent memoranda and policy changes related to admissibility and traveler processing at U.S. ports of entry. The target audience for this self-study course included CBP Officers who were not required to attend the cross-training courses listed above.
- Supported the comprehensive front-end requirements analysis for mission-critical Incident Command System training for the Department of Homeland Security.

Recent Experience (Continued)

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- Managed the development of a print-based learning aid for CBP entitled, “Anti-Terrorism Recognition Cards.” This performance support tool assists CBP Officers in detecting materials or items that might have connections to terrorism. This resource was converted to an electronic resource center as a responsive learning solution that provides mission-critical information to the field in a cost-efficient way.
- Developed CBI courseware for the Federal Aviation Administration entitled, "Preventing Runway Incursions." Designed the course as a technology-enabled learning intervention solution to address performance problem areas and their root causes. The course defines how each of the following components plays a role in preventing runway incursions: effective surface operations communication, memory, and maintaining awareness of surface operations.

This CBI became mandatory annual refresher training for full performance level controllers, developmental controllers, and supervisors.

- Conducted a training needs analysis and developed a job task list for CBP Officers working in Riverine/swift water environments on U.S. land borders.
- Developed print-based instructional materials for the CBP Customs-Trade Partnership Against Terrorism. The goal of this initiative is to protect national security by working with the trade community to improve security throughout the supply chain and reduce the threat of implements of terror being introduced into products and conveyances bound for the United States.
- Supported the comprehensive front-end requirements analysis for the re-design of the CBP basic training curriculum at the Federal Law Enforcement Training Center.
- Developed print-based learning aids for CBP Officers assigned to work in foreign countries as part of the Container Security Initiative (CSI). The pre-deployment job aids provide an orientation to and information about living the assigned city and country. Under CSI, CBP Officers work as targeters to pre-screen commercial cargo for weapons of mass destruction or other potential terrorist tools before it is shipped to the United States.
- Managed the design and development of a series of web-based ethics training modules for the U.S. Department of Education. Organized the content material, designed the layout, and coordinated the programming of the web site. The site defines several ethics regulations, includes case studies, and contains a resource library. Topics in the series include: Post-Employment Ethics Regulations, Gifts From Outside Sources, and The Hatch Act: Participation in Political Activities.
- Created web-based training for the Department of Education entitled, “Worklife Learning Series.” The lesson modules include strategies for time management, project planning, organizing your workspace, and working with others. Designed each module to include the presentation of key points, self-assessments, tips, job aids, and lists of additional resources.

Status and Certification

Status/Affiliation: Human Technology, Inc. staff member

Certification: The information in this resume is accurate. I am available to perform work within the labor categories designated by Human Technology on task orders awarded under the proposed contract (OPM049-06-R-0022).

Signature