

Biographical Sketch

Kathleen M. Stell

Current Position: Senior Instructional Designer

Education: B.A., Training and Development/Communication, Marymount University

Kathleen Stell has 15 years of experience in analysis, design, development, evaluation, and management of technical training programs. Since joining Human Technology (HT) 1 year ago, Ms. Stell has designed products employing a variety of media and methods including computer-based training and classroom training materials.

Prior to joining HT, Ms. Stell worked for Multi Media Team Training, Inc., Windwalker Corporation, and General Electric Company (Space Systems Division). During this time, Ms. Stell developed and/or managed the development of technical training products employing a variety of media and methods including computer-based training, web-based training, classroom training materials, technical documentation and user manuals, and instructional videos. During this time, Ms. Stell developed and/or managed the development of training courses for several Federal Government clients, commercial clients, and non-profit organizations.

Recent Relevant Experience

Currently completing the design of the CD-ROM-based National Fire Incident Reporting System (NFIRS) Coordinator's Toolkit for the U.S. Fire Administration. This self-paced instruction includes an overview of NFIRS and detailed instructions on how to plan, market, manage, use, and support NFIRS at the State and local level. The toolkit includes an extensive collection of supporting job aids and reference materials.

Currently designing the Seized Asset Management and Enforcement Procedures Handbook Overview course for the U. S. Customs Service. This course is designed to train paralegal specialists, inspectors, seized property specialists/custodians, entry/import specialists, special agents, and managers/supervisors in the use of the new handbook that consolidates numerous Customs policies and directives into a single reference.

Currently designing storyboards for the Introduction to Trade Operations course for the U. S. Customs Service. This web-based course is designed to present an overview of trade operations for Customs professionals who have an interest in trade operations but who are not receiving this information as part of their normal training.

Designed and developed courses for the Manufacturing Extension Partnership under the Department of Commerce's National Institute of Standards and Technology. The materials developed for these courses included instructor guides, student guides, PowerPoint slides, and complex hands-on production simulation exercises with detailed simulation instructions, materials, and supplies.

Assisted in the design of the Daily Dispatch Challenge course for the National Truckload Carrier's Association. This CD based course simulates a typical "day in the life" of a truckload Fleet Manager and it presents multiple job-related issues and scenarios to be resolved. It is designed to enhance a dispatcher's listening, communications, and conflict resolution skills.

Recent Relevant Experience

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Developed the Balance of Payments training course for the International Monetary Fund (IMF). This CD-based multimedia course included practical exercises, video presentations, and an extensive resource library.

Designed, developed, and delivered the CBT for Trainers Course at the United Nations High Commissioner for Refugees (UNHCR) in Geneva, Switzerland. Assisted the training staff with the development of the UNHCR CBT Design and Development Standards document following completion of the course.

Managed the design and development of a patient management software user course for all employees of the York Hospital System and Norwalk Hospital. This course was a highly interactive scenario-based CBT course hosted on the hospital intranet. The course included certification testing that was required for user access to the "live" system.

Managed a team of multimedia specialists in the design and development of 14 computer based, instructor led, videotape, and hardcopy courses for a classified Department of Defense database application installed at military and civilian government installations worldwide.

Provided Help Desk and end-user support for the Department of Defense in support of new computer hardware and software installation. Established new support function; provided Help Desk customer support for end-user of an integrated software package providing word processing, graphics, spreadsheet, and database capabilities in a Unix environment; provided one-on-one user training and orientation; developed macros in response to end user requirements; and performed system troubleshooting.

Designed and developed a comprehensive set of training courses for Unix based software application (8 days of training, beginner to advanced applications) including instructor guides, student guides, user manuals, and job aids.

Designed and developed full curriculum to support specialized classified applications including instructor guides, student guides, user manuals, job aids, and videotapes that were used to train students throughout the US.

Associations & Affiliations

American Society for Training and Development (ASTD)

References

Marion A. Long, Information Systems Supervisor, Virginia Department of Fire Programs,
(804) 371-0220

Mary C. Hines, Office of Training and Development, U.S. Customs, (202) 927-4306