

RACHEL A. FROST

37 Fox Run Ln, Winthrop, Maine 04364 • (207) 446-1996

QUALIFICATIONS

- 20+ years of experience in training and development
- 18+ years of experience in distance / e-learning development
- Management of training projects, including state-sponsored initiatives for 17+ years
- Experience with all Articulate® authoring tools and other software designed for training development
- Highly skilled coordinator and instructor of classes utilized by a variety of learners
- Portfolio located at: <https://www.jpmaweb.com/my-account>.
Username = **sample@sample.com**. Password = **Sample**. Navigate to MY COURSES.

EXPERIENCE

JPMA-STAFF DEVELOPMENT SOLUTIONS LLC, WINTHROP, MAINE 2017 - PRESENT
President and Instructional Development Manager – Responsible for overall business management, including administration, sales, contract negotiations, marketing, human resources, etc. Additionally responsible for developing online classes, including coordinating the instructional design process for new class creation, existing class upgrades, and state-specific class conversions including the development of class definitions, creation, setup, editing, testing, and project tracking.

JUSTICE PLANNING AND MANAGEMENT ASSOCIATES, AUGUSTA, MAINE 2012 - 2017
Instructional Development Manager – Responsible for developing online classes using various software products and Articulate® authoring tools. Coordinating the instructional design process for new class creation, existing class upgrades, and state-specific class conversions including the development of class definitions, creation, setup, editing, testing, and project tracking.

KAPLAN UNIVERSITY, AUGUSTA, MAINE 2012 - 2013
Software Applications Instructor – Provided classroom instruction for computer software skills to a variety of students with diverse academic needs.

USM, MUSKIE SCHOOL OF PUBLIC SERVICE, AUGUSTA, MAINE 2001 - 2012
Senior Technology Trainer – Responsible for the full spectrum creation of e-learning modules for a variety of state-sponsored training initiatives. Led the training project for a proprietary State of Maine web-based tracking system, which involved performing needs assessments, designing and creating the instructor-led course materials, delivering the weeklong course to more than 200 individuals, evaluating the outcome of that training, and subsequently producing e-learning modules based on those materials.

CAPITAL AREA ADULT EDUCATION, AUGUSTA, MAINE 2003
Instructor – Provided classroom instruction for computer software skills to a variety of students with diverse academic needs.

I-MANY, INC., PORTLAND, MAINE

1999 - 2001

Trainer/Coordinator – Accountable for meeting with the management team to assess, prioritize and deliver company training needs. Primarily and exclusively responsible for the weeklong New Employee Orientation Program, delivered to more than 200 new employees. In addition, solely provided Human Resources training on a variety of topics from software skills to effective meeting skills to project management tools.

SACO/OLD ORCHARD BEACH ADULT EDUCATION, OLD ORCHARD BEACH, MAINE

1999

Instructor – Provided classroom instruction for computer software skills to a variety of students with different academic needs.

KEYBANK NATIONAL ASSOCIATION, SO. PORTLAND AND FREEPORT, MAINE

1995 - 1999

Sales Manager – Led a team of sales and service people to achieving sales goals using a variety of proactive selling, marketing, and service techniques as well as performing all of the daily management and training functions. Also volunteered for special project assignments and other duties as they arose.

MAINE DEVELOPMENT FOUNDATION, AUGUSTA, MAINE

1994 - 1995

Intern/Assistant – Responsible for organizing President's calendar, marketing survey analysis, creating various communications, facilitating meeting schedules, communicating with board members, and database creation.

THOMAS COLLEGE, WATERVILLE, MAINE

1992 - 1994

Mathematics Tutor – Used a variety of teaching methods to bring more than 50 students to higher academic levels in finite math, statistics, linear programming, quantitative decision theory, and calculus.

EDUCATION

Master of Business Administration Degree

Southern New Hampshire University, Brunswick, ME, 2001 (GPA 3.76)

Bachelor of Science Degree, Marketing Information Systems

Thomas College, Waterville, ME, 1995 (GPA 3.79)

PROFESSIONAL DEVELOPMENT

Articulate User Conference, Boston, Massachusetts

Bring Your Own Laptop Conference, Montclair, New Jersey

eLearning Guild Instructional Design Conference, Boston, Massachusetts

NextGen.edu Conference, Boston, Massachusetts

Information Technology Training Conference, Newport, Rhode Island

Training 2001 Conference, Atlanta, Georgia

Xavier University, Train-the-Trainer program, Cincinnati, Ohio

ASSOCIATIONS/ACTIVITIES/AWARDS

President, Alpha Chi National Honor Society

Recipient, Maine High School Teacher's Scholarship

Master Instructor, Microsoft Office

Chairperson, Consortium for Computer Education and Programmer Training

Member, Society for Applied Learning Technology

Member, Maine Association for Supervision and Curriculum Development

Member, American Society for Training and Development – Maine Chapter

Consultant, Junior Achievement

Loaned Executive, United Way of Kennebec Valley and Androscoggin County