

DAVID E. MUNSON

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EDUCATION:

M.S., Instructional Technology, University of North Carolina, Wilmington, NC 05/2016
B.S., French, The Pennsylvania State University, University Park, PA 12/1986

SUMMARY OF QUALIFICATIONS:

- Multi-year experience in corporate/retail training, project management, sales, and customer service.
- Background in business operations with track record of building new and repeat business.
- Creating online computer based training using various software packages and Learning Management Systems (LMS) using the ADDIE model.
- Proficient in Penn State LionPATH computer system through development of training materials.

PROFESSIONAL EXPERIENCE:

INSTRUCTIONAL DESIGNER 2, Project LionPATH

The Pennsylvania State University, University Park, PA

4/15 – 01/16

- Developed online help tutorials using Oracle UPK for the LionPATH computer system.
- Collaborated with SMEs from each functional team (Admissions, Financial Aid, etc.) to ensure Business Process Guides and developed UPK tutorials aligned and were accurate.
- Assisted and developed face-to-face staff training classes for each functional release (Go Live).
- Assisted with delivery of face-to-face staff training for each release across the Commonwealth Campuses.

EDUCATIONAL TECHNOLOGY UNIT TEAM MEMBER

UNCW, Watson College of Education, Wilmington, NC

2012 – 2015

- Assisted faculty and staff of the Watson College of Education with use of educational technology equipment and issue resolution with Windows 7, Mac OS X, iOS7, SMART Board, and classroom orientation.
- Developed and built hybrid online courses with faculty in Blackboard LMS and training modules.
- Set up and trained faculty on using Cisco WebEx sessions for synchronous online and hybrid courses.

GROUP SALES MANAGER (GSM)

Macy's West, Men's Store Union Square, San Francisco, CA

2005 – 2007

- Drove \$7.0 million in annual sales, consistently met sales budget and credit card application goals.
- Project/program management of payroll processing, inventory, and loss prevention.
- Managed a unionized staff of 22 sales associates, including personnel hiring and training.

STORE MANAGER/RETAIL TRAINER

Starbucks Coffee Company, Washington, DC and Oakland, CA

2001 – 2005

- Managed all aspects of high volume specialty coffee shop including staff training, sales, frontline operations, inventory, personnel, customer service, and development.
- Managed a staff of 20 baristas and processed payroll, consistently met sales budget/profit percent.
- Delivered corporate training program to new baristas and provided continuing education to baristas.
- Trained selected supervisory staff to become retail store managers.

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BRANCH MANAGER

1999 – 2001

Allfirst Bank (currently M&T Bank), Washington, DC

- Coordinated daily operations of a retail bank branch office.
- Expanded existing customer relationships and acquired new retail, commercial and investments.
- Managed cash, teller line, new accounts opening, due diligence and consumer loans.

RETAIL TRAINER/BRANCH MANAGER

1997 – 1999

Chevy Chase Bank (currently Capital One Bank), Bethesda, MD

- Delivered bank-training program for new employees (tellers and CSRs), focusing on computer operations, transaction processing and Federal regulations, Certified Omega Performance Sales Trainer.
- Updated current training manuals and assisted in developing new training programs and manuals using ADDIE.

MERCHANDISE MANAGER / RETAIL STORE MANAGER

1987 – 1994

FootLocker - Corporate Office, New York, New York and Philadelphia

- Managed inventory allocation of multiple shoe lines for 1,700 retail stores in the U.S.
- Used extensive computer modeling (SQL) to assist buyer in buying decisions and distribution to stores.
- Traveled extensively throughout the U.S. market to gain ‘hands-on’ view of regional store needs.
- Managed all aspects of a \$1.75M retail athletic footwear and apparel store, including sales, inventory control, payroll, store budgeting, personnel, training, visual merchandising, and security.

SKILLS:

- Software skills include:
Adobe Connect, Articulate Storyline, Camtasia, Captivate, Cisco WebEx, Dreamweaver, iBooks Author, Illustrator, iMovie, iWork '11, MS Office, Photoshop, Turning Point, SMART Board, Web 2.0 and Oracle UPK.
- Experienced with Learning Management Systems (LMS).
- Proficient with Mac OS X, Windows, iPad, iPhone, Android, and Mobile platforms.
- Proficient in Penn State LionPATH computer system.

COMMUNITY SERVICE:

Digital Story Telling, UNCW Watson College of Education, Wilmington, NC

06/2012 – 07/2012

- Assisted in design and implementation of a summer literacy program for the Boys & Girls Club of Wilmington, NC using iPads for each student to create multimedia presentations.

Project Open Hand, San Francisco, CA

01/2007 – 10/2010

- Volunteered in kitchen preparing meals for clients needing nutritional support due to effects of breast cancer and HIV.

Portfolio: <https://davidearlmunson.com>