

CONSULTANT PROFILE



Alicia Pfaff, M.Ed.

RESUME:

- o More than five years of experience as a training professional
- o M.Ed. Instructional Systems: Emphasis in Training Design and Development, Penn State University
- o B.A., Communications, Susquehanna University with emphasis in Public Relations and a Minor in Music
- o Microsoft Office Specialist Master Instructor Certified with certifications in Microsoft Word, Excel, PowerPoint, Access, Outlook, and Project
- o Was Instructor for Executrain, Training Manager for INFONXX, and HR Assistant for Sanchez Computer Associates
- o Specialties: Applications training and technical writing
- o Active member of ASTD



effectPerformance

Instructional design solutions for your learning and performance needs

BIO:

Alicia Pfaff is a skilled and dynamic instructor and instructional designer with over five years experience. She completed her M.Ed. in Instructional Systems at Penn State University. She has an extensive knowledge of design theories, adult learning principles, organizational development, and performance improvement practices. She is a highly effective instructor, particularly in the area of applications training. Her expertise in numerous computer applications, including the Microsoft Office Suite, and her innate ability to master new software quickly make her a strong addition to any project.

ROLES:

- o Instructional Designer
- o Documentation Specialist
- o Technical Trainer