

SIMON (HUNG-CHIH) LIN

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SUMMARY

A training specialist that creates the best training solutions for the business clients. Use ADDIE (Analysis, Design, Development, Implementation, Evaluation) model to create various types of deliverables, including training videos, assessments, SharePoint sites and job aids.

TECHNICAL SKILLS

Multimedia Tool: Adobe Captivate, Dreamweaver (HTML4, CSS), Photoshop, Illustrator, Acrobat Professional; Articulate Storyline; TechSmith Camtasia;

Microsoft Office Tool: Microsoft Word, PowerPoint, Excel, SharePoint, Outlook, Visio;

Learning Management System (LMS): SABA LMS; Cornerstone LMS;

Business Intelligence Tool: MicroStrategy Web, Tableau, Teradata SQL, Python;

Supply Chain Tool: SimFlex;

PROFESSIONAL EXPERIENCE

Myovant Sciences (via Apex Systems), Brisbane, CA 2021

Training Specialist, IT

Collaborated with IT help desk team to create training materials.

- Created IT training materials on various topics, including how to use SharePoint site, how to use Microsoft Teams and how to use Office 365 Online.
- Revised IT new hire training presentation to reflect the latest IT procedure and guidelines.
- Created SharePoint site to promote IT help desk team and introduce IT support documentations.
- Created training emails in layman's terms to explain cyber security topics.
- Created "back to office" instructional materials, such as Wi-Fi connection stationary card and how to use multifunctional machine in the office.

Flex LTD, San Jose, CA 2016-2020

Design Engineer, Global Procurement and Supply Chain (GPSC)

Led different levels of training and supply chain projects from cooperate level to site level. Adopted and applied cutting edge technologies to improve supply chain cost and capabilities.

- Created supply chain dashboard training videos for Flex's real-time supply chain information centers (Flex Pulse Center) worldwide.
- Created training for both supplier inventory liability calculation system and customer inventory liability calculation system for over 500 GPSC and Finance employees.
- Created and maintained multiple training SharePoint sites to promote latest training news and host training job aids.

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- Created and maintained GPSC document library. Streamlined document approval process to improve turnaround time.
- Worked with indirect procurement system manager to convert/translate new indirect procurement system interface from English to Chinese.
- Managed supply chain analysis projects with the customers from different business segments (Consumer and Industry). Used supply chain tool to calculate end-to-end Supply Chain costs for transformational, proactive and request for quote proposals. Utilized multi-tasking skills to complete over 25 projects annually and helped business won over \$100M in fiscal year 2020.

Flex LTD, San Jose, CA

2012-2016

Instructional Designer, Global Procurement and Supply Chain (GPSC)

Developed and managed task-oriented GPSC training programs with GPSC team and HR. Administrated GPSC contract processing to make sure contracts are approved correctly and execution in timely manner.

- Identified training program scope and monitored GPSC training progress. Reviewed training results and created training maintenance plan with business stakeholders.
- Used multimedia tools to build web-based Material Planners and Material Buyers training for over 3,000 employees worldwide. Reduced training creation time from five months to two months for each module.
- Created SAP-based Indirect Procurement System demos and user guides for over 4,000 Flex employees worldwide.
- Developed curriculum translation standard, translated web-based supply chain security training and the U.S./Hong Kong Export compliance training from English to Chinese for China-based supply chain employees.
- Coordinated with contract manager, Finance and global commodity manager to ensure contracts were approved and executed on time. The contract processing time was improved from average three weeks to one week.

AAA Northern California, Nevada & Utah, Walnut Creek, CA

2007-2011

Training Specialist, Contact Center College

Collaborated with clients to analyze training needs, define training strategy, design and develop training material (including instructor-led training and web-based training), upload training material to the learning management system, implement training, and evaluate learning outcome.

- Built web-based new hire training and instructor-led learning activities for AAA Arizona contact center. Reduced new hire training time from six months to one and a half months.
- Performed needs analyses on front line agent performance. Presented key findings and recommended enhanced performance for future training.

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- In two months, saved training expenses by redesigning three insurance new hire online training courses for AAA new Oklahoma City Contact Center.
- Consulted with third party vendors such as Salesforce.com (Enterprise Lead Management System Training) and LiveOps (Emergency Roadside Service Call Receiving Training) to create trainings for AAA.
- Received a peer-nominated integrity award.

EDUCATION

M.A. in Instructional Technology, San Francisco State University, CA

B.A. in Educational Technology, Tamkang University, Taipei, Taiwan

PROFESSIONAL DEVELOPMENT

Certified Synchronous Training Designer by InSync Training	2010
Google IT Support Professional Certificate Training	2021
Google Data Analytics Professional Certificate Training	2022

PORTFOLIO

<https://www.simonlin.net/>