Philip *Tieu*

80 7th Ave #9, San Francisco, CA 94118 | (510) 710-2891 | philiptieu@gmail.com

It's been eleven years since I combined my passions for art, education, and technology into a career as an Instructional Designer. Since then, I have developed and delivered training in various fields including the marketing, finance, and software industries. I intend to focus my career on corporate education while constantly adapting to how learners retain information.

I have spent the past nine years with Adobe, where I develop presentations, webinars, and videos that are used to train prospects, customers, and employees on our Digital Experience Cloud. I believe my success as an educator is rooted in my ability to define and create effective training. I define effective training as supplying learners with the knowledge they need to perform their tasks while also being extremely mindful of the amount of information they must retain. This is especially important when larger pieces of training implies that a task is difficult to complete. To create effective training, I start by working with our technical support staff, experience designers, and product managers to identify the knowledge gap. Once we establish what we will need to cover, I collaborate with our documentation team to gather existing information before scheduling time with a SME. When it's necessary for the learners to retain a lot of information, the solution is in how that information is organized, presented, and mapped to relevant goals.

Let's meet soon to discuss the ways I will contribute to the future of education at your company.

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Relevant Experience

Senior Instructional Designer   04/2015 - Current

Adobe   San Francisco, CA

- Creating both in-person and eLearning courses using Microsoft PowerPoint, Articulate 360, Articulate Rise 360 and Adobe Captivate
- Interviewing Subject Matter Experts (SMEs) to verify or update content as needed
- Editing video files in Adobe Premiere Pro and Adobe After Effects
- Capturing and editing demonstrations using TechSmith Camtasia
- Managing projects and resources using Trello and Smartsheet

Content Developer   06/2014 – 04/2015

Carrington Mortgage Holdings   Aliso Viejo, CA

- Collected content to build several knowledge bases using Microsoft SharePoint
- Developed training material using Microsoft PowerPoint and Articulate Studio with SMEs from our Legal Department
- Designed and facilitated in person and virtual training for new hire orientation and new call centers nationwide
- Uploaded and maintained SCROM packages, documents, and users in the Skillport LMS

Instructional Designer   08/2013 – 06/2014

Advantage Sales & Marketing   Irvine, CA

- Developed job aids in Adobe InDesign and e-learning with Articulate Storyline for Nintendo of America, Best Buy, and Kroger
- Designed Instructor Led Training for internal management programs using the ADDIE process
- Created sample Articulate Storyline files for use in client pitches
- Supported and trained talent development specialists in Adobe Photoshop and Premiere Pro
- Uploaded courses and maintained content using Cornerstone LMS

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Education

B.A. in Studio Arts, Digital Arts Minor   09/2006 – 06/2010

University of California, Irvine   Irvine, CA

- Focused on photography, videography, editing, and retouching as a Studio Arts Major
- Secondary focus on graphic design and UI/UX as a Digital Arts Minor

Principles of e-Learning   01/2013 – 03/2013

University of California Extension, Irvine   Irvine, CA

- Applied interactive e-learning practices to realistic use cases
- Mocked up interactive module using free trial of Articulate Storyline
- Experimented with gamification and scenario-based learning
- Discussed the role of usability and user testing in development practices

Instructional Design for New Designers   09/2013

Langevin Learning Services   Los Angeles, CA

- Applied Langevin's 12-Step Design Cycle as an alternative to the ADDIE Process