

Kent Swearingen

Summary

Experienced professional with demonstrated knowledge in eLearning and web content creation and management, writing for the web, managing social media, delivering web projects, and performing business analysis and information architecture for internal corporate sites.

Experience

eLearning Developer/Instructional Designer at Illinois Pro Services, LLC

June 2017 – Present

- Work with Subject Matter Experts and source materials to develop interactive and engaging online courses and learning interactions.
- Lead small to medium departmental projects.
- Measure training effectiveness/ROI and address specific feedback to revise content as needed.
- Use appropriate tools and technologies to produce blended learning materials and interactions.
- Create and edit audio and video deliverables.
- Maintain and continually expand knowledge of new learning approaches, technologies, and tools through ongoing research and experimentation.
- Develop and deliver eLearning best practices, content templates, and technology innovations to Illinois Pro Services community.

Technical Analyst at Accenture (State Farm)

March 2015 - September 2016 (1 year 7 months)

- Provides IT product and/or process subject matter expertise necessary to support design, development, and execution of IT Solutions (e.g., service management, service delivery, IT architecture, implementation coordination, release coordination).
- Applies IT knowledge and skills to propose action, designs, provide technical coordination, or conduct implementation activities to drive IT solutions.
- Creates, analyzes, coordinates and documents complex IT projects, products and processes and provides resolution recommendations.
- Conducts research, gathers and interprets requirements, conducts analysis and/or develops recommendations and artifacts related to IT processes and/or products.
- Coordinates communications for service and small to medium size projects, and manages change adoption needs and communications.
- Creates/updates reports, and proposes action or solution options and/or implementation plans to assist leadership in decision-making and drive the work to conclusion.
- Acts as a liaison/coordinator within the Systems Department, other departments, as well as entities outside of State Farm.

Solutions Analyst at NTT Data (State Farm)

October 2012 - July 2013 (10 months)

- Maintain department SharePoint site and upload documents as needed.
- Interview and analyze new form requests and maintenance form requests.
- Write detailed instructions on how to accomplish requested changes.
- Proof finished work and write instructions for printing to vendors.
- Proof printed samples and grant final printing permission.
- Analyze online versions of forms and customize schema to meet business needs.
- Attend business meetings and offer solutions to update forms for customer usability, either in printed form or online.

Business Analyst at NTT Data (State Farm)

April 2012 - September 2012 (6 months)

- Provide communication, OCM and training/education services to Development Center.
- Create custom videos for inclusion in PowerPoint presentations and on SharePoint as visual learning resources.
- Create, maintain, and edit SharePoint sites and pages, libraries, lists, subsites, and workflows.
- Plan, identify and migrate documents, lists and libraries in SharePoint.
- Create, maintain, and edit content management templates in SharePoint including Job Aids, Guidance/Patterns and Standards.
- Create custom PowerPoint presentations.
- Create posters to advertise upcoming events.
- Plan, develop and execute specific communications and events for DC7.
- Provide consulting and coaching support as needed.

Talent Development Specialist at STL Technology (COUNTRY Financial)

April 2008 - April 2012 (4 years 1 month)

- Shot and edited video and created animated content.
- Developed eLearning solutions for corporate clients.
- Tested and published approved eLearning modules.
- Research and deliver cost-effective technical and development approaches for approved eLearning projects to support corporate accounts.
- Provide technical support for new/enhanced eLearning tools and technologies.
- Create and maintain customized SharePoint sites for eLearning Department.
- SharePoint Administration for sites, pages, libraries, lists, subsites.
- SharePoint workflow support/maintenance.
- SharePoint support to foster user adoption/interaction.
- Develop job aids and lead classes to educate new SharePoint users.

Sales Professional at Sears

November 2004 - July 2008 (3 years 9 months)

- Assisting customers in selecting proper hardware equipment to meet their needs.
- Demonstrating product and set-up and take-down of sales displays and information.
- Working cash register.

Graphic Designer/Web Designer at Minerva Promotions

June 2005 - August 2007 (2 years 3 months)

- Layout and design of printed materials (brochures, catalogs, post cards).
- Designing/re-designing logos for clients.
- Designing and layout of web sites for clients and company.
- Producing final artwork for screen printing and embroidery.
- Administering network server, firewall and performing computer repair and upgrades.

Graphic Designer/Web Designer at Flatlander Industries

May 1995 - May 2004 (9 years 1 month)

- Layout and design of printed materials (brochures, catalogs, advertisements).
- Designing/re-designing logos for clients.
- Producing custom order forms for clients.
- Designing and layout of web sites for clients.
- Producing final artwork for screen printing and embroidery.

- Administering network server, firewall and performing computer repair and upgrades.

Graphic Designer at Key Industries

August 1994 - May 1995 (10 months)

- Editing client artwork to prepare for final printing on specialty products.
- Shooting final artwork on camera.

Education

Illinois State University

Bachelor of Science (BS), Graphic Design, 1991 - 1994

Southern Illinois University