

# Douglas Trovinger

(615) 473-7688 | 121 Hazelwood Drive, Apt. L116  
Hendersonville, TN 37075  
doug.trovinger@documentdoctorsllc.com | [LinkedIn](#)

## LEARNING DEVELOPMENT & INSTRUCTIONAL DESIGN

Versatile Instructional Designer and Learning Development Specialist with strong history of experience across a range of industries, supporting clients ranging from Fortune 500 companies to individuals. Highly skilled in course design and content development as well as training needs assessment and facilitation, with track record of success in web-based, instructor-led, and blended learning formats. Proficient in wide range of LMS, instructional technology, and industry software. Complementary talents in areas including project management and communication. Leverage excellent knowledge of systems development and business processes to provide expert consulting. Proven ability to identify needs and develop solutions to optimize processes and drive instructional improvement. Passion for fostering cross-functional collaboration with subject matter experts, leadership, and end users to advance goals and deliver exceptional client service.

### Core Competencies

- Instructional Design & eLearning
- Training & Learning Development
- Content Development & Strategy
- Project Management
- Systems Development
- Business Processes
- Cross-Functional Collaboration
- Communication

## PROFESSIONAL EXPERIENCE

### CEO, Document Doctors, LLC, Nashville, TN (2017 to Present)

Assess client content needs through in-person and virtual consultations. Conceptualize and implement customized document solutions to improve ROI, margin, and revenues, leveraging expertise in technical writing, instructional design, and information management. Liaise with subject matter experts, leadership, and C-suite executives to optimize materials and provide superior customer service.

- Consulted with range of clients in healthcare, banking, education, and other industries, including Business Networking International (BNI), Clarity Home Appraisal Management Services, Elrod Engineering, Inc., Midstate Endocrine Associates, and ProTrainEdu.

### Technical Writer & Quality Specialist, Agreeya Solutions, Inc., Nashville, TN (2017)

Evaluated business processes and technical procedures. Drafted documentation for quality analyses, project timelines, process review, training initiatives, and healthcare eligibility processes for State of Tennessee Department of Health & Human Services. Translated complex materials for medical and project information systems into plain language. Pinpointed strategies to increase document effectiveness, improve QA guidelines, and boost productivity.

- Spearheaded Quality Check benchmark system for projects and strategies.

### Instructional Technologist, Strategic Technology Group, Franklin, TN (2016 to 2017)

Reviewed, updated, and created instructional materials for Ford Motor Credit Corporation, utilizing Adobe Creative Suite (Captivate, Flash, etc.). Adapted content to diverse learner needs and instructional settings (instructor-led, virtual classroom, and web-based). Provided course feedback and strategized Captivate templates and other materials to increase accessibility, comprehension, and user experience.

- Led project to convert eLearning materials from Adobe Flash to Captivate while simultaneously improving content and user experience.

### Instructional Designer, American College of Education, Nashville, TN (2015 to 2016)

Devised graduate-level education courses in instructional design/technology and educational psychology. Drafted scripts for course audio/video recordings. Implemented solutions for instructor-led, virtual, and web-based classrooms to increase efficiency and control costs. Selected instructional technologies and learning management systems to optimize project processes.

- Developed several courses from descriptions and blueprints into full-fledged learning experiences.

Continued...

**Training Coordinator and Sales Consultant**, Best Buy Stores, Knoxville, TN and Lexington, KY (2009 to 2015)

Consulted with customers to determine computing and technological needs and deliver personalized product recommendations. Provided product training and support, increasing customer satisfaction. Conceived marketing action plans and strategic product bundles to drive sales, in collaboration with management team. Created customer-facing courses and employee training initiatives to increase knowledge of product lines and connected solutions (cable, internet, phone, and home security).

- Achieved \$7.8M+ in sales; consistently earned top sales associate distinctions at department, store, district, and territory levels.

**Solutions Author Consultant**, Chegg, Lexington, KY (2012 to 2015)

Developed comprehensive solutions for academic disciplines including business, engineering, mathematics, and statistics. Administered disciplinary area to increase volume and advised allocations for special projects. Collaborated with district manager and colleagues via social media to strategize improvements.

- Translated 5K+ solutions into formats accessible to those without prior subject knowledge.

**Graduate Research Assistant, Department of Instructional Technology**, University of Tennessee, Knoxville, TN (2008 to 2012)

Leveraged knowledge of instructional technology, website design, multimedia, and statistical analysis to train students, faculty, and staff. Oversaw user accounts in BlackBoard LMS; managed department websites and other assets. Designed content (online, in-person, and blended) via Articulate Storyline 360, Camtasia, and Captivate. Provided technical support for hardware and software. Developed WebIT website and program structure for launch of online Master's program in instructional technology.

- Collaborated on research projects leading to multiple publications and conference presentations.

## SOFTWARE PROFICIENCIES

<b>LMS &amp; eLearning</b>	WebCT / Blackboard, Adobe Captivate, Adobe Articulate, Moodle, SABACloud, SoftChalk, Brightspace, HotPotato
<b>Creative &amp; Design</b>	Adobe Creative Cloud (Acrobat Professional, Flash, InDesign, Photoshop, Fireworks), Microsoft Publisher
<b>Productivity &amp; Presentation</b>	Microsoft Office, OpenOffice and LibreOffice, Apple Pages, Numbers, Keynote, Google Docs, IBM/Lotus Notes, Adobe Connect, Microsoft PowerPoint
<b>Project Management</b>	Google Suite, JIRA, Microsoft Project & Visio, GanttProject
<b>Web Development</b>	XML, XHTML, HTML, CSS, JavaScript, Adobe Dreamweaver, Microsoft Expressions, Microsoft Sway, Weebly, Wix

## EDUCATION

**Educational Specialist in Instructional Design**  
University of Tennessee, Knoxville, TN

**Masters of Science in Information Systems**  
Marshall University, Huntington, WV

**Masters of Business Administration**  
University of Phoenix, Columbus, OH

**Bachelor of Science in Business Administration**  
West Virginia University, Morgantown, WV