

# J. JEROME OEHLER, PHD, CPT

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*HUMAN PERFORMANCE ENGINEERING, TECHNICAL TRAINING, AND DOCUMENTATION PROFESSIONAL with experience in chemical, communications, database, disaster recovery, electronics, engineering, finance, food & grocery, food safety, forms printing, HVAC, LAN/WAN, manufacturing, option market, pharmaceutical, project management, property management, restaurant, retail, security, software development, telecommunications, transportation, utilities, and waste management industries for companies ranging from 9 to 60,000 employees. Expertise includes performance & job analysis, process analysis, human performance system analysis, design & development of training curricula and courses in many subjects, human resource development systems, computer-based training (CBT), web-based training (WBT), distance learning, training evaluation, training service design & implementation, training development system design, and training organization design. Advanced degrees in Instructional Systems Technology.*

## J. J. OEHLER CORPORATION (Lisle, IL)

2008 to present

**President** Providing custom process analysis, technical training, and technical documentation to large and small companies.

## NATIONAL RESTAURANT ASSOCIATION SOLUTIONS

2006 to 2008

**Director – Training Solutions** Manage projects and develop commercial-quality education products: developed train-the-trainer e-learning using Articulate, developed five ManageFirst® books in restaurant management, caused significant improvement in and then managed development of nine-hour ServSafe® e-learning (both script and production), improved book development process and tools, managed two subordinates.

## J. J. OEHLER CORPORATION (Lisle, IL)

1992 and 1995 to 2006

**President** Providing custom process analysis, technical training, and technical documentation to large and small companies.

**Abbott Laboratories** (1) Designed and developed 200-page job aid for IBM *OfficeVision* to replace the IBM manual with a more user-oriented one. (2) Developed automated Word template for preparation of instructor guides.

**ABN AMRO Apartment Lending** Designed and wrote combination training and user manual for in-house Web application.

**Ameritech** (1) Designed and scripted CBT sales simulation for data communications product family. (2) Wrote user manual on in-house sales automation system called Compass. For three years updated this manual and delivered this training on a regular basis. (3) Also for Compass, wrote training materials: instructor guide, slides, and student manual.

**Ameritech Cellular** Wrote self-paced and classroom training on new telephone services offering for sales and customer service personnel.

**Ameritech Information Access** Analyzed CivicLink new-installation business process and prepared handbook for new project managers.

**Andersen Consulting** (1) Developed user training and user reference manual for internal financial reporting system GFR. (2) Developed tech support training and reference manual for GFR.

**Anixter** (1) Developed 6-hour instructor-led training on using the corporate network. (2) Converted #1 to self-instructional training. (3) Developed 550-page user manual on computer order and followup system for inside sales. (4) Developed 4-hour self-instructional training on telecommunications. (5) Developed 3-hour self-instructional training of network test equipment. (6) Developed manuals on PeopleSoft for system administrators and users. (7) Developed international version of #3. (8) Updated #3. (9) Updated #6.

**AT&T** Developed course on telephone network traffic engineering for public offering.

**BP** (1) Documented processes for BP Connect Stores, (2) wrote training on Merchandising, (3) wrote training on Suggestive Selling, (4) wrote job aids for BP Connect Store processes

**Bell Communications Research** (1-6) Developed following instructor-led courses: *Managing the Software Testing Function, Bellcore Test Tools Workshop, MYNAH Client/Server Software Testing, JavaScript Programming, Creating Web Content and Information Structure, and Traffic Engineering Approaches for Fast Packet Technologies*. (7) Managed three-course Internet training development project.

**Commonwealth Edison** (1) Developed new one-day training for sales reps on another in-house-developed sales automation system. (2) Developed new one-day training for sales reps on yet another in-house-developed sales automation system. (3) Developed new one-day training for public affairs directors on their version of the in-house-developed sales automation system.

**Equity Office Properties** (1) Coached new trainer about training development. (2) Wrote PeopleSoft user manual for HR, Benefits, and Payroll.

**First Options of Chicago** (1-18) Developed system documentation on 18 major systems (13 mainframe COBOL, 3 client-server, 2 AS/400) using *Adobe FrameMaker*; this documentation was also converted to PDF for on-line access by *Adobe Acrobat Reader*. (19-20) Developed user manuals for hand-held trading system, both DOS and Windows versions. (21-23) Developed online help / job aid for Work Order, Network Order, and Customer Access systems.

**Independent Software** Wrote user manual for sales tax computing software.

**InterPark** Designed and wrote user manual for existing Monthly and Daily Parking web applications.

**Kraft** Recommended improvements in effectiveness, usefulness, and appreciation of training courses in the financial area.

**Motorola** (1) Conducted needs analysis of sourcing personnel. (2) Wrote course called *Ethics for Sourcing Personnel*. (3) wrote course called *Legal Aspects of Sourcing*. (4) Developed training for global HR reorganization rollout. (5) Planned and managed project to develop training for global performance effectiveness initiative, (6) conducted needs analysis for performance management system, (7) developed training on personal commitment, (8) developed training on behavioral coaching, (9) developed training on executive coaching

**National Education Training Group** Designed and scripted CBT course on Microsoft Word '97.

**Sears** - (1) Developed Lawn and Garden Equipment Repair training, (2) developed Refrigeration Repair training, (3) developed toolkit for bringing new technician on board, (4) developed Coaching Toolkit, (5) developed materials for Technician Capabilities Development, (6) developed user guide for their learning management system.

**Telcordia** Wrote educational materials in wireless electronics.

**TruServ / True Value** (1) Researched and wrote job aid for rental store personnel on selecting and renting equipment. (2) Designed and wrote Web-based training on paint knowledge: Primers, Exterior Paints, Interior Paints, etc.

**United Airlines** Analyzed training needs and designed training for new Inventory (Seat) Management system.

**Waste Management** (1) Documented billing process and developed process-oriented user manual for new billing software, including a job aid. (2) Updated #1 to include newly developed process and software capabilities.

### **VASCO CORPORATION (Lombard, IL)**

**1993 - 1995**

**Senior Consultant** Responsible in this eight-person consulting company for proposal writing, performance analysis, job analysis, system design, training design and development, account management, and general consulting in the training and development field. Major accomplishments include:

**Sales Automation** Created consulting practice in sales automation and acted as lead consultant.

**American Greetings** Analyzed sales automation implementation and recommended improvements.

**Commonwealth Edison** (1) Designed PC skills test to be administered via CBT. (2) Developed and delivered sales force automation training which was a combination of self-paced and instructor-led. (3) Designed PC skills test.

**Gillette Company** Designed and developed training and user manuals on new report-writing software which enabled sales and merchandising managers to determine sources of merchandising problems.

**Johnson Controls** (1) Guided task force through sales process definition to enable them to clean up their sales processes and prepare for sales force automation. (2) Developed RFP and specifications for sales force automation software. (3) Developed classroom training for internal sales automation software. (4) Assisted in conversion of training to video distance learning which enabled them to roll out the SFA system nationwide in a single day.

**Keebler Company** Designed and developed training for sales force automation and computer basics.

**Waste Management** Developed user guide for Division Controllers on use of in-house pricing system.

### **COMDISCO DISASTER RECOVERY SERVICES, INC. (Rosemont, IL)**

**1991 - 1992**

**Director of Training** Served as one-person training department for this industry-dominant disaster recovery (DR) service company with \$200 million in sales and 500 U.S. employees. Served DR Operations, Consulting, Sales, and Administrative divisions. Major accomplishments include:

**Customer Service** Designed organizational and process improvements. Designed customer service training for Operations technicians.

**Sales** Improved effectiveness of new sales personnel and sales district managers by developing and delivering 2 sales call simulation courses.

**Management** Developed 3-day new manager training course.

**Training Curricula** Developed training curricula for Sales, Consulting, DR Operations (Technical), Management, and Employees-in-General.

**Employee Development System** Designed the first comprehensive employee development system involving skills analysis, career planning, succession planning, promotability analysis, and development planning.

**Skills Analysis** Developed skills analysis instruments for Sales, Consulting, Management, and DR Operations.

### **TELLABS, INC. (Lisle, IL)**

**1986 - 1991**

**Manager - Employee Training & Development** Created from ground up and managed all aspects of employee training for this sophisticated, high-tech manufacturer of telecommunications electronic equipment with \$200 million in sales and 2000 employees world wide. Grew department from one to fifteen people to include capabilities to analyze performance problems, design system solutions, and develop & deliver management development, quality, manufacturing, technical, sales, and computing training. Wrote program definition for combination skill-based pay and training program, and conducted process mapping / re-engineering studies for the Human Resources department. Designed and programmed training registration/record database application.

### **JACKLICH CORPORATION (Lisle, IL)**

**1984 - 1986**

**Senior Consultant** Executed marketing, client contact, proposal writing, all aspects of system analysis and training development, and general consulting in the training field for this 9-employee training consulting firm with \$750,000 in revenues.

**AT&T** Developed course on telephone network traffic engineering.

**Commonwealth Edison** Needs analysis and design of management curriculum.

**MCC Powers** Developed process improvements in sales engineering. Developed self-instructional training on HVAC systems.

### **BELL SYSTEM CENTER FOR TECHNICAL EDUCATION (Lisle, IL)**

**1978 - 1983**

**Manager - Instruction/Development (1982 - 1983).** At this 400-employee national training center, organized, developed, and delivered UNIX curriculum, both instructor-led and computer-based, taught C-Language programming, and re-engineered training development organization.

**Manager - Development Projects (1981 - 1982).** Supervised 2 developers, 1 lab tech, and 1 clerk in UNIX & PDP 11/70 training group.

**Instructional Technologist (1978 - 1980).** Did job analyses, and designed and developed training in UNIX & PDP 11/70 computer curriculum.

### **EDUCATION and CERTIFICATION**

Certified Performance Technologist (CPT) awarded/renewed

2003/2008

**Ph.D.** - Instructional Technology, Indiana University (Bloomington, IN)

1980

**M.S.** - Instructional Technology, Indiana University (Bloomington, IN)

1973

24 hours toward **M.B.A.**, Northern Illinois University (DeKalb, IL)

1969

**B.S.** - Chemistry/Math, Northern Illinois University (DeKalb, IL)

1968