

# Dwayne Custer, M.A.

## **Learning and Development Specialist**

Portland, OR 97229

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858.380.6031

- Interprets internal/external business issues and recommends best practices
- Solves complex problems; takes a broad perspective to identify innovative solutions
- Works independently, with guidance in only the most complex situations
- Interprets business challenges and recommends best practices to improve products, processes and services
- Leads others to solve complex problems; takes a broad perspective to identify innovative solutions
- Explains difficult concepts and influences others to adopt a different point of view
- Manages projects and programs with moderate resource requirements, risk and/or complexity

## Work Experience

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### **Learning and Development Specialist**

Verizon - Hillsboro, OR

October 2018 to Present

- Create engaging, fun, and innovative learning solutions for sales, products, customer service, and employee development.
- Resource learning initiatives with internal and external training experts.
- Manage vendor and contractor relationships.
- Evaluate program effectiveness and continuously improving our solutions.
- Manage the archive of learning programs and materials.

### **Digital Project Manager**

Nike, Inc. (contract) - Beaverton, OR

February 2015 to July 2018

- Training Specialist & Instructional Designer

Designed and facilitated training collateral, including lectures, online courses, and self-study sessions, directed at employees, organization members, and those who used the organization's products or services. Developed and updated course content and coordinated learning curriculum. Conducted assessment and analysis to identify new development needs and recommended training methods accordingly. Performed a variety of tasks including graphic design, content and technology research, facilitation and analysis.

- SharePoint Website Developer & Administrator

Designed and constructed over twenty (20) SharePoint web sites including incorporating graphic user interface (GUI) features and other techniques. Maintained and provided ongoing design of websites, promotions and ad banners, seasonal content specials and custom features. Performed a variety of tasks including design, implementation, and administration of websites.

### **Instructional Designer, Researcher, and Project Manager**

Omedia Interactive

My responsibilities included instructional design using an assortment of software tools, graphic design, book layout using Adobe Creative Suite, website design and maintenance, SharePoint 2010 website and database development, qualitative research and heuristic analysis, and ongoing management of various projects. In addition, I managed recruitment, management, and administration of contingent employees outsourced to Intel for software development, design, and high-tech positions.

### **Instructional Designer and Recruiting**

Intel Corporation (contract) and Omedia Interactive

Developed and maintained HTML pages centered around employee training within an established domain. Collaborated and participated in enhancing and sustaining web-based learning systems to efficiently train a global and diverse workforce. Required to exhibit certain behavioral traits such as creativity, attention to detail, assertiveness, innovation, and self-motivation. Excellent interpersonal skills were mandatory, as were a high degree of communication, customer orientation and discipline. Responsibilities included web page auditing, data entry, database administration, and a strong understanding of HTML, Javascript, CSS, Microsoft Office, SharePoint 2010, Adobe Creative Suite, and project management.

### **MTP Chair Assistant and Instructional Designer**

Institute of Transpersonal Psychology

Online migration and development of graduate courses in Master of Transpersonal Psychology program. Responsible for consistency, navigation, and training within Canvas environment.

### **E-Commerce Manager and Instructional Designer**

Goodwill Industries of the Columbia Willamette

Managed all areas of the E-Commerce retail store under the supervision of the Operations Manager in order to maximize donations, production, sales, salvage, and customer service. Areas of responsibility included, but were not limited to: online store operation, instructional design, production floor operation, loss prevention, employee supervision and disciplinary action, and assisting Operations Manager with ongoing project management. Implemented a Leadership Development Program and Developing New Perspectives Assessment for management, supervisors and leads. Utilized Camtasia, Office, Adobe Creative Suite, and other learning development tools.

## Education

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### **Master of Arts in Transpersonal Psychology**

Sofia University - Palo Alto, CA

### **Bachelor of Science in Psychology/Liberal Arts**

Oregon State University - Corvallis, OR

## Skills

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Adobe Creative Cloud, Captivate, Articulate expertise, Conduct research, analyze and synthesize data, Create and develop multimedia content, CSS/HTML, UX/UI, Digital eLearning design, Effectively communicate complex ideas verbally and visually, Project management, SharePoint foundation architecture and design, Strategic thinking, Understand and apply ADDIE learning theory, Visual & graphic design, Web administration

## Links

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<http://dwaynecuster.com>

<http://www.thewritetiger.com/wp-content/uploads/2014/09/DwayneCusterPortfolio.pdf>

<https://www.linkedin.com/in/dcusma>

## Publications

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### **Autoethnography as a Transformative Research Method**

<http://nsuworks.nova.edu/tqr/vol19/iss37/3/>

Autoethnography is a qualitative, transformative research method because it changes time, requires vulnerability, fosters empathy, embodies creativity and innovation, eliminates boundaries, honors subjectivity, and provides therapeutic benefits. This article discusses these seven lenses using select passages from “Jesus Christ and Reese's Peanut Butter Cups: A Narrative on Homosexual Identity, Spirituality, and Human Development” (an unpublished manuscript) written in 2013.