

eames consulting

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barry f. h. eames

résumé

synopsis

A thoroughly computer literate communications and training professional, specializing in solutions to electronic information design and knowledge transfer problems.

Mr. Eames is an accomplished:

- Instructional Designer • eLearning Developer • Trainer • Educator • Information Designer
- Manager • Web Designer • GUI Designer • Content Developer • Technical Writer
- Systems Analyst and • Guitar Technician!

He brings more than 20 years of IT industry experience together with over 30 years of Training & Development, Sales & Marketing, and Engineering & Design, in a multi-disciplinary approach to his work.

Mr. Eames is semi-retired, but is happy to accept interesting eLearning projects on a limited basis.

employment

May 2011—August 2015

Guitars n Amps—Milton, Ont

Guitar Technician

Full time part time, 3 days a week in a retail environment

- Repairs to all types of guitars and basses, acoustic and electric
- Restringing, setups, and electrical wiring alterations
- Assist with store management, sales and merchandising

Sept 2011—Sept 2012

L3 Wescam

eLearning Consultant

- Conversion and redesign of classroom based training materials for online eLearning rollout
- Creation of new online training material
- Security clearance manufacturing environment, serving Military and para-Military organizations
- Critical subject matter included: Foreign Object Debris, Environmental Health & Safety, Electro Static Discharge, and Inventory Control
- Integration with Learning Management System (LMS) for employee tracking

April 2007—December 2008

Empathica Inc

[now *inMoment*, a merger of *Empathica* and *Mindshare*]

Training & eLearning Expert

Customer experience management (CEM) with focus on the retail services industry

- Created & developed eLearning platforms for external and internal clients
- Created and established standardized product guides and documentation
- Delivered live web based seminars (webinars)

- Instructional design consultant

January 2007—Feb 2007

Beach Sports Academy.com

Web Designer/Developer

EAMES Consulting selected client (Contract Work)—Community based sports school

- Designed & developed new web site

Sept 2004—Jan 2007

Sentrymetrics.com & PerpetualConnections.com

Web Designer/Developer

EAMES Consulting selected client (Contract Work)

IT security companies dedicated to securing and protecting web based e-commerce

- Wrote and formatted case studies for distribution on web and print media.
- Re-designed and created graphical user interfaces of several web sites, public and intranet.
- Wrote and developed all functional specs. and graphical mockups for prototypes. Re-wrote, revised or edited all content.
- Created and developed final HTML code and graphics

January 2003—January 2014

CertainMatch™ Child Safety

Content Creator, Developer, Owner

- Created, designed, coded and developed a CD-based digital identification product designed for the protection and safety of young children
- Manufactured and marketed the CertainMatch™ Child Safety product
- Designed and built the support web site

November 1999—May 2002

CanadaInvestDirect.com

[originally part of *National Bank Financial*]

Web Designer and Developer

- Designed and developed two web sites for this client: "public" corporate information and sign-up site, and the secure online brokerage site with access by authorized clients only.
- Collaborated with the funding client group and the IT support staff at National Bank Financial (a partner) to determine content and functionality of the site. My design work allowed CID to stand out from the competition and won positive comments for usability from The Globe and Mail's review of online brokerages.
- Developed the concept "from scratch", built all prototype and production interface code, and created the graphics, the navigation, and the trading transaction interface.
- Supervised final integration with the database code and the proprietary back office system.

December 2001—December 2002

Rothman Technologies Inc. & Rothman Applied Technologies Ltd.

Director / Secretary

- Private invention-creation companies focused primarily on the research and development of green technologies, including proprietary methods of hydrogen fuel creation, hydrogen engine design, wave energy machines, and non-toxic building materials.
- In addition to being a Board Member I acted as both product design collaborator and document creator
- Included in my output was descriptive information for direct marketing as well as functional documentation for the purpose of Patent Pending applications.
- Documentation was highly technical, including diagrams, and rigidly followed government guidelines for submission

April 1996—April 2000**LANDA**

Technical Writer

- This client produced a quarterly trade magazine called GateWay, produced by the Local Area Network Dealers Association targeted at member Value Added Resellers and Networking Solution Providers. I was the principal contributing writer.
- Wrote technical articles focused on LAN/WAN hardware and software issues; their sales, integration, upgrading, and support concerns
- Attended technical seminars & presentations by member companies such as Novell, Microsoft, Compaq
- Interviewed principal presenters
- Researched new technologies and write about them in a concise and entertaining way
- Prepared text for submission to the graphics layout artist and printer and provide guidelines for its translation into published format
- Provided text for simultaneous publication on LANDA's web site
- Wrote miscellaneous articles covering other significant association events, as well as profile pieces on member companies

April—September 1994**UNITEL (later AT&T Canada)**

Technical Writer

- Worked under contract in support of the *Equal Ease of Access* legislation which opened up the long distance telecom market to competition
- Designed, wrote and compiled online Microsoft based "Win Help" support programs which were integrated with C++ applications written for both Call Centre personnel and circuit engineers
- Wrote system support documentation and training manuals for all programs

April 1994—April 1999**AT&T Canada Corp.**

Systems Analyst**Technical Writing**

- Created online help and technical assistance programs for large scale client-side applications
- Consulted with Visual C++ developers to understand the application's functionality
- Wrote and formatted all displayed content, including graphics
- Defined coding references to produce "context sensitive" popup help
- Created "hard copy" support documentation for the online programs
- Wrote additional support Systems documentation such as overview information, systems architecture and diagrams, service level agreements, support definitions, etc.

Web Site & GUI Design

- Operations Support Systems Development, a multi-disciplinary, multi-platform department, primarily client-server oriented
- Designed and developed intranet web sites for various internal clients including: Residential Call Centre, Internet Service Support, Circuit Design and Routing, New Employee Orientation, etc.
- Designed and developed graphical user interface (GUI's) for web based and C++ client side applications including: Order Management System, Flexible Routing, Dialer Provisioning, SMART, IDW, SMARTNet
- Translated Visual C++ client side applications into browser based technology
- Consulted with user groups to determine or confirm usability requirements
- Translated low level system design specifications and flow diagrams into high level GUI's
- Designed site navigation
- Specified web site "look and feel"
- Created all graphical elements including animation and interactivity
- Specified, corrected or modified web application behaviours

- Wrote client side HTML/DHTML/JavaScript
- Prototyped GUI designs
- Established test web sites on Unix and NT servers for access via LAN
- Offered regular demonstrations of works in progress
- Monitored user reaction and adjusted design or responded as needed
- Debugged, tested and got approval for interface design
- Ported my prototype HTML code to Java-based NetDynamics code, debugging and reformatting the design where needed to fit the Java based environment
- Trained users in creation of new web content and site maintenance
- Wrote miscellaneous online support documentation

October 1993 & January 1994
BancTec (Recognition Canada)

Instructional Designer

- Designed a "Train the Trainer" course for Department of National Defense lab-based training program for Windows and Networking
- Wrote both the Trainer's and User's manuals in accordance with DND specifications and styles
- Acted as a design consultant to two other subject matter experts who were writing similar programs on Novell and Banyan Vines network administration

1991—1992
Delrina Software (purchased by Symantec)

Technical Writer

- Responsible for hard copy and on-line user documentation for both the Windows and DOS based versions of the award winning WinFax
- Wrote and edited User Manuals
- Wrote and edited Windows online help programs
- Formatted manuals (desktop published) under WordPerfect & Ventura Publisher to make them "Print Ready"
- Proof read printers' galleys
- Wrote and prepared electronic online Readme files that were included with the software installation program
- Coordinated with development staff to assist with new product revision testing and error correction

November 1987—July 1990
CIBC Marketing Division

Manager Sales Training & Technical Support

 (originally hired as *Manager Sales Communications*)

- Reported to the Senior Manager of Sales Training
- Produced video based training (VBT) programs focusing on sales training techniques and product support
- Introduced, wrote, developed and distributed the Bank's first computer based training (CBT) program called PROS (Product Reference Online System), designed to replace paper based information on products and services.
- Introduced and pioneered desktop publishing saving hundreds of thousands of dollars yearly in outside typesetting & printing costs
- Represented Marketing Division as part of an instructional design team which created a high profile training program for regional managers
- Wrote innovative marketing, sales, training and promotional copy in support of products and services for the Consumer Bank
- Supported and trained one staff assistant

December 1985—November 1987**Public Works Canada****Training & Development Officer for Ontario Region**

- Responsible for all managerial, supervisory, safety, and employee training programs for Ontario
- Designed and wrote the Supervisory training program (3 weeks duration), oversaw its production, then facilitated and presented it.
- Edited and facilitated the Managerial training program (6 weeks duration)
- Pioneered the use of personal computers in the Department
- Conceived, organized and facilitated several introductory and intermediate courses in computer skills training for several hundred Toronto based employees

Prior to 1985**Various Careers & Vocations**

- Education & Training Consultant
- Technical Drafting and Basic Skills Development instructor (3 yrs.)
- Engineering Drafting & Design Consultant
- Continuing Education Instructor (2 yrs.)
- Personnel Consultant Technical Sales & Marketing Management (1 yr.)
- Public School Teacher (5 yrs.)

technical**HARDWARE**

Desktop PC's and Servers in a Client-Server networked environment

OPERATING SYSTEMS

Microsoft Windows, Ubuntu, Linux, DOS, Windows Server 2003, Apache Server, Microsoft IIS

SELECTED SOFTWARE

MS Office, Libre Office, Adobe eLearning Suite, Captivate, Articulate Studio, Storyline, Moodle, FrontPage, Dreamweaver, NetDynamics Studio, RoboHelp, Visual C++ (Studio), Photoshop, Visio, WebEx, Go To Meeting

education**MASTER OF EDUCATION (M.ED.)**

University of Toronto

BACHELOR OF EDUCATION (B.ED.)

York University

BACHELOR OF ARTS (B.A.)

York University

ONTARIO TEACHER'S CERTIFICATE (O.T.C.)

Ministry of Education

DIPLOMA ENGINEERING DRAFTING (DIP.ENG.DRAFT.)

P.S.D. (Reg'd Trade School)

INCIDENTAL TRAINING

NetDynamics 4 for Developers, Introduction
Graphical User Interface Design

**client
& employer
listing****PRIVATE CORPORATIONS**

Guitars 'n Amps
L3 Wescam
Empathica Inc.
Beach Sports Academy.com
CertainMatch™
SentryMetrics Inc.
Dexagon Inc.
Rothman Technologies Inc.

Concept Furniture International
Lummus Company
Omnico Distributors
Chubb Security
Indesco International
Research Cottrell
Dunlop Canada

FEDERAL GOVERNMENT

Rothman Applied Technologies Limited
Canada Invest Direct Inc.
National Bank Financial
Renaissance Travel Inc.
AT&T Canada
LANDA
Gametronics
BancTec (Recognition Canada)
Fujitsu Canada
Delrina Technology
CIBC
The Training Group
Tek Aerospace
Didak Corporation
Technical Service Council
Canada Wire & Cable
Protective Plastics Ltd.
Renco Design Ltd.

Dept. Of National Defence
Public Works Canada
Canada Mortgage & Housing
Consumer & Corporate Affairs
Energy, Mines & Resources

EDUCATIONAL INSTITUTIONS

Toronto District School Board
York University
Peel Board of Education
Etobicoke Board of Education
North York Board of Education
Humber College Child Care Worker
Program
North York Public Library
Centennial College
Learning Skills Development Centre (OISE)