**BRYAN J. TILLMAN**

**Training Specialist – 100% Remote Only**

**bjtillman1@yahoo.com • 267-236-9041**

**SUMMARY OF QUALIFICATIONS**

* 5+ years of Instructional **Classroom/Conference Trainings**, **Webinar Facilitation** experience and **LMS Administration**
* 5+ years of high-level Customer Service experience
* Extensive experience in Zoom, Skype & PowerPoint presentation management
* Exceptional professional who has excellent public speaking training abilities with groups ranging in size from 10-300

**RELEVANT SKILLS**

Customer Service

* Conducted Training at IM’s (Investigator Meetings) for pharmaceutical clients
* Serviced diverse clients from 80 countries worldwide
* 95% Client Evaluation Satisfaction Ratings
* LMS Platforms – ERT Global Portal, Veeva Vault/CLIX Labs (J&J), HealthStream, Relias, Talent LMS, 10 years SuccessFactors experience (for performance reviews and LMS).
* Client Project Management

Technical

* Helped doctors and nurses at clinical sites to troubleshoot medical devices and software issues
* Maintained ticketing systems, LMS and client follow-up database
* Validated software prior to product release

Communication

* Provided information to clients on their custom PowerPoint project status
* Communicated software updates per client customization requests
* Emailed clients project completion timeline

**EMPLOYMENT HISTORY**

**Moderna**

**GxP Sr. Training Specialist – Contractor for Black Diamond** 2023-present

Facilitated training classes and assisted with LMS Administration.

Utilized SuccessFactors and Veeva for training purposes.

**Sarepta Therapeutics**

Training Specialist **Contractor** for

LS Solutions **-** 2021-2022

Conducted Data Mapping/Data Sampling/Validation

and built Training & HR Tests in

New Veeva Vault Employee Training Environment

**Johnson & Johnson Pharmaceuticals**

Training Specialist **Contractor** for 2019-2021

Pioneer Data Services – Conducted virtual trainings for

5,000 J&J employees on a new digital document exchange

Software product. Site Managers and Clinical Trial

Managers were my target audience. My primary responsibilities were managing

The training schedule. Creating the class curriculum and managing the list of

Employees who were required to take trainings. In addition, I managed the listserv

And communications mailbox that notified employees of upcoming training classes.

**eResearch Technology** 2014-2019

*Training Specialist – created semi-custom training*

*Presentations For pharma clients. Liaison between internal*

*and external project Managers. Lead virtual and live training*

*sessions for pharma clients on ePRO (Electronic Patient*

*Recorded Outcomes), ecg (Electro Cardiogram), and Holter*

*devices.* We also used SuccessFactors (for performance reviews and LMS). SuccessFactors was the foundation of the LMS system and successful navigation was vital to daily job functions. I also used SuccessFactors for completing annual employee performance reviews.

My primary responsibilities were creating custom training presentations for

Pharmaceutical and research university clients. In addition, I managed communications

With internal project managers and project coordinators as well as external project managers, study teams and project coordinators at the client level. I was also responsible for managing my training calendar to ensure that no classes were double-booked. Class enrollment management fell under my purview as well.

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| **eResearch Technology**  Technical Specialist I & II  Performed in-depth medical device and software troubleshooting for clinical trial sites, pharma clients and university research clinics.  Lead software and device validation testing for the team. Wrote customer etiquette manual which was adopted by the department. | 2009-2014 |
| **EDUCATION**  **Brown College**  Associate of Arts in *Communications* | Minneapolis, MN |
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