JONATHAN DOAN Multimedia Designer

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***Summary***

With over twenty years of experience in Multimedia Design on both Mac and PC platforms, I have the foundation needed to perform many tasks. I have produced and edited exceptional collateral such as training videos, audio podcasts, PowerPoint presentations,
e-learning videos, email communications, and more for clients, and will help elevate the standard of communication and training for both large and small businesses.

***Work Experience***

***Learning & Development Designer at TrueCar, Inc.*** [www.truecar.com](http://www.truecar.com/) (July 2021 – June 2023, Remote)

* Video Editor – internal training videos for Sales team, eventually expanded company-wide; working directly with trainers and Subject Matter Experts (SMEs) to create courses for the company’s learning platform, TrueCar University.
* Podcast Editor – editing and producing content for Sales team: working directly with the podcast’s producer and SMEs to create a podcast designed to support the Sales team while out in the field, eventually moving to a company-wide format.
* Presentations – created/edited PowerPoint slide decks for multiple training courses and events.
* Webinar Co-host – provided support for host in multiple company-wide Zoom Webinars, presenting content while also providing administrative support during the webinar.

***Desktop Support Technician (Contractor) at CrowdStrike.*** [www.crowdstrike.com](http://www.crowdstrike.com/) (November 2020 – May 2021, Austin TX)

* Account Builds – supporting company new hires by building new accounts, ensuring the new hire employee has access to approved information and systems on the start date of their employment.
* Laptop Preparation & Shipping – sourcing and prepping Apple MacBook Pro laptops, installing approved software & Operating System. Software: Caretaker, JAMF, DUO, Okta, & others; utilizing an admin role to create/update user information.
* Hardware Testing – troubleshooting, diagnosing software/hardware problems and testing returned hardware for re-use.

***Training Designer at TrueCar, Inc.*** [www.truecar.com](http://www.truecar.com/) (August 1, 2019 - May 28, 2020, Austin TX)

* Presentations – creating/maintaining PowerPoint slide decks for internal/external training including field reps & dealerships;
* Podcasts – recording/editing audio podcasts.
* Video Editor – creating/editing internal/external training videos incl. voice over work for multiple videos.
* Email – editing/releasing weekly newsletters & email communications to internal/external clients, including creating/pulling email distribution lists from Salesforce reporting.

***Presentation/Media Specialist at AdvoCare International, L.P.*** [www.advocare.com](http://www.advocare.com/) (September 2016 – April 2019, Plano TX)

* Presentation Designer – creating/maintaining PowerPoint presentations for internal/external events.
* Multimedia Designer – creating/maintaining graphics & videos for internal/external events & mediums, including Facebook.
* Live Streaming & Training – internal live training events working as Technical Director, including live launches streamed via Livestream, long distance communications using Zoom - communicating with distributors all over America & Canada.

***Independent contractor at GENBAND*** [www.ribboncommunications.com](http://www.ribboncommunications.com/) (June – July 2016, Plano TX)

* Presentation Designer – editing existing PowerPoint slide decks during a company branding change, updated company logos & specific brands for the Solutions Marketing department. Attention to detail & efficiency when working through multiple slide decks were essential to this contract role.

***Multimedia Designer at Staffmark*** [www.staffmark.com](http://www.staffmark.com/) (March 2001 – October 2014, Plano TX)

* Presentation Designer – PowerPoint/Keynote content creation & manipulation for multiple major & minor meetings.
* Live Video Support Technician – onscreen graphics for training videos & live audience-driven meetings.
* Web Content – content manipulation for training websites.

***Skills***

Equal proficiency with Apple Mac and Microsoft Windows platforms – including hardware upgrades, building PC systems, installing software on Mac and PC

Can learn software programs/hardware operation very quickly

Expertise in video graphics/editing/animation. Programs: Adobe Premiere Pro & After Effects, DaVinci Resolve, & Hitfilm Express

Proficient with Adobe Creative Cloud (latest version: 2022)

On-screen/live video CG experience

Expertise in Microsoft Office 365 including Word, PowerPoint, Excel, & Outlook

Expertise with Zoom – setting up meetings/webinars, providing support during these events

Excellent technical knowledge of computers/electronics

Expertise in Microsoft PowerPoint – slide deck creation/manipulation
Project lead in several major events, with hundreds of slides & multiple presentation methods.

Expertise with Salesforce – pulling/creating reports & email distribution lists

Experience with corporate culture & multiple clients

Computer animation with emphasis on motion graphics

***Education***

Graduated from The Art Institute of Dallas in the year 2000

Associate of Applied Arts Degree – Emphasis on Computer Animation