



# Monique Torner Donahue

761 Silversmith Circle • Lake Mary, FL 32746 • (407) 474-0483  
[monique.donahue@gmail.com](mailto:monique.donahue@gmail.com) • <http://www.moniquedonahue.com>

## SUMMARY OF QUALIFICATIONS

- Instructional design specialist with 18 years of curriculum development experience.
- Work with major hospitality brands such as Marriott International, Hyatt Hotels & Resorts, Gaylord Hotels, InterContinental Hotels Group, Wyndham Worldwide, Carlson Hotels, Best Western International, Darden Restaurants, and Walt Disney World for customized program development.
- Deliver appropriate learning solutions using all delivery media, including instructor-led, print, video/DVD, online (synchronous and asynchronous), and blended learning solutions, as well as emerging platforms such as mobile and social learning.
- Frequent conference presenter on the topics of instructional design, e-learning, and mobile learning.
- Recent projects include a mobile iPhone app with employee training tips, as well as an interactive e-learning antiterrorism course for hotel employees, created in conjunction with senior-level support and participation from the U.S. Department of Homeland Security.
- Have overseen the production of multiple Telly Award-winning training videos.
- Experience with Learning Management System (LMS) selection and implementation.
- Self-starter with a solid foundation in leadership and project management.
- Strong technical writing skills.

## PROFESSIONAL EXPERTISE

ADDIE	Instructor-Led Training
Instructional Design	Training Videos
Curriculum Development	e-Learning
Adult Learning	Mobile Learning
Needs Analysis	SCORM
Technical Writing/Documentation	Project Management
Competency-based Instruction	Client and Vendor Management
Certification Programs	Executive Leadership

## PROFESSIONAL EXPERIENCE

<b>American Hotel &amp; Lodging Educational Institute, Orlando, FL</b>	<b>July 1997–present</b>
<i>Vice President, Research &amp; Development</i>	<i>Jan. 2007–present</i>

- Direct overall industry product development strategy and lifecycle for AHLEI.
- Oversee development of all "off the shelf" and customized industry training and certification programs.
- Oversee development of international training programs including products for hospitality markets in India, China, Egypt, and the Caribbean.
- Consult with and write proposals for custom client training projects for major hospitality brands.
- Recruit industry subject matter experts to advise on program content.
- Conduct industry research to identify training needs, business issues, and trends.
- Ensure quality, effectiveness, and instructional integrity of all training programs.
- Evaluate business partnership opportunities.
- Steer AHLEI's Training & Education Advisory Council, composed of lodging industry senior training executives.
- Represent AHLEI at various client and industry events.

<i>Director, Research &amp; Development</i>	<i>Sept. 2005–Jan. 2007</i>
<i>Director, Instructional Design</i>	<i>Jan. 2001–Sept. 2005</i>
<i>Training Development Manager</i>	<i>July 1999–Jan. 2001</i>
<i>Instructional Designer/Consultant</i>	<i>July 1997–July 1999</i>



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**Miller Enterprises, Inc.**, Crescent City, FL  
*Instructional Development Coordinator*

**June 1994–July 1997**

- Performed all aspects of training development including needs/task analysis and design and development of all paper-based and computer-based training materials and user manuals.
- Developed all portions of custom multimedia computer-based training (CBT), including graphical user interface standards.
- Applied knowledge of instructional design principles to develop high quality, instructionally sound lessons.
- Produced appropriate media elements, including graphics, video, audio, and animation.
- Managed all aspects of CBT implementation, delivery, evaluation, and ongoing support and technical assistance.

**EER Systems**, Orlando, FL  
*Instructional Developer/Intern*

**Jan. 1994–June 1994**

- Created lesson storyboards for Department of Defense Satellite Communications Systems (DSCS) equipment simulators and interactive multimedia training in accordance with established standards and conventions.
- Performed Beta testing on proprietary CBT authoring tool and worked with programmers to ensure that detected flaws were isolated and corrected.
- Trained coworkers in the use of proprietary CBT authoring tool.

**Institute for Simulation and Training**, Orlando, FL  
*Research Assistant/Intern*

**May 1993–Dec. 1993**

- Conceptualized and designed sample curriculum and computer interface for the Florida Department of Education's SchoolYear 2000 educational initiative.
- Developed a computer-based simulation using multimedia authoring software to demonstrate student/computer interface for SchoolYear 2000.
- Trained representatives of Florida's Department of Education in the use of the SchoolYear 2000 computer simulation.

**University of Central Florida**, Orlando, FL  
*Graduate Teaching Assistant*

**Aug. 1992–Dec. 1993**

- Assisted two professors in teaching undergraduate and graduate level statistics.

**The Enterprise Network**, Cambridge, MA  
*Marketing Intern*

**Sept. 1991–May 1992**

- Designed and developed marketing and advertising materials using desktop publishing and graphic design skills.
- Assisted in the development of training manuals for various workshops.
- Communicated with media contacts to announce upcoming events.
- Coordinated direct mailing efforts.

### COMPUTER EXPERIENCE

Extensive experience with Microsoft products (Word, Excel, PowerPoint, Project, Visio), Adobe products (InDesign, Captivate, Photoshop, Acrobat), Lectora, Camtasia, SnagIt, Audacity, SurveyMonkey, Centra, WebEx, iLinc, various LMS platforms, and other assorted software and multimedia utilities.



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### EDUCATION

#### University of Central Florida, Orlando, FL

Completed all required coursework toward MS in Industrial/Organizational Psychology 1992-1994.  
GPA: 4.0.

#### Tufts University, Medford, MA

BS in Psychology awarded May 1992.

### PROFESSIONAL AFFILIATIONS

ASTD (American Society for Training & Development)  
CHART (Council of Hotel & Restaurant Trainers)  
The eLearning Guild

### CERTIFICATIONS

CHT (Certified Hospitality Trainer)  
CMHS (Certified Master Hotel Supplier)  
CGSP (Certified Guest Service Professional)

### PUBLICATIONS

"Mobile Learning Is the Next Generation in Training." *Hotel Management* magazine, April 4, 2011.

*Best of the eLearning Guild's Learning Solutions: Top Articles from the eMagazine's First Five Years.*  
Contributing author. Edited by Bill Brandon. Pfeiffer, April 11, 2008.

"The Design Document: Your Blueprint for e-Learning Standards and Consistency." *Learning Solutions eMagazine*, December 12, 2005.

### SOCIAL MEDIA

LinkedIn: <http://www.linkedin.com/in/moniquedonahue>

Twitter: <http://www.twitter.com/moniquedonahue>



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### CONFERENCE PRESENTATIONS

#### *Guest Service Gold*

- Florida Concierge Conference, 2011

#### *Instructional Design: Technical Knowledge*

- CHART Summer Conference, 2011

#### *Going Mobile: The Next Generation of Learning*

- CHART Summer Conference, 2011
- CHART Winter Conference, 2011
- Orlando Training Summit, 2011

#### *Instructional Design: Program Design*

- CHART Winter Conference, 2011
- CHART Summer Conference, 2010
- CHART Summer Conference, 2009
- CHART Winter Conference, 2009
- Columbus Regional Training Forum, 2009

#### *Certified Hospitality Trainer (CHT) review class*

- CHART Summer Conference, 2008

#### *Current State of e-Learning*

- eLearning Guild Annual Gathering, 2008 (*panel member*)

#### *Test Writing 101: Making the Grade*

- Orlando Training Summit, 2008
- CHART Summer Conference, 2008

#### *Lessons Learned in e-Learning Development*

- CHART Summer Conference, 2005

#### *Instructional Design: The Training Blueprint*

- CHART Winter Conference, 2004

#### *Multimedia Computer-Based Training*

- National Association of Convenience Stores Human Resources Forum, 1997