

# *Harrison Hartley*

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## *Experience*

### **Learning and Enablement Specialist** ***Take2 Consulting***

August 2024 – present  
<remote>

- Created +20 pieces of eLearning content for new hires (Sales Basics, Sales Readiness).
- Created 5 pieces of content for consultant recruiters (Federal Sales Cycle, Government Contracting).
- Administered Mineral LMS (+1000 users).
- Integrated Brainshark LMS with Mineral LMS.

### **Training Content Developer** ***BigTinCan***

March 2022 – July 2023  
Waltham, MA

- Created short-form video content; enabled SaaS platform user training.
- Designed and presented “Audio Best Practices” webinar: recording voice-over in non-professional studios.
- Designed curricula and related instructional materials.
- Maintained and administered Learning Management System (+3000 users).

### **Customer Support Representative** ***BigTinCan***

September 2019 – March 2022  
Waltham, MA

- Provided Tier-1 technical support (avg. 60 users / day).
- Created in-house onboarding content and user-facing tutorials. Liaised with Training team.
- Managed user data and content; mediated with client Company Administrators.
- Composed and edited content for in-house knowledge base.

### **Studio Manager** ***AudioLink***

September 2015 – September 2019  
Watertown, MA

- Managed daily operations of recording studio. Scheduled employees and talent; maintained equipment; provided studio tours; replied to inquiries; handed new client outreach.
- Took multiple concurrent projects from pre-production to deliverable; ensured deadline compliance.
- Established audio standards; consulted with Chief Engineer. Achieved all-platform consistency.
- Maintained contacts database.

### **Assistant Recording Engineer** ***Compass Productions***

January 2013 – September 2015  
Providence, RI

- Managed inventory of recording hardware. Implemented and documented backups.
- Liaised between talent and technical personnel.

## *Skills*

- **Audio recording tools:** Expert with Audacity, Amadeus; skilled with Cockos REAPER, Pro Tools, Izotope; familiar with BarbaBatch.
- **Video editing:** Skilled with Camtasia, Lightworks, Premiere; familiar with Final Cut Pro.
- **Project management tools:** Skilled with Daylite, Trello.
- **Image editing:** Skilled with GIMP, Photoshop.
- **Learning management systems:** Skilled with Articulate Storyline, BigTinCan ContentHub.
- **Ticketing platforms:** Skilled with ZenDesk.
- **Productivity tools:** Expert with Word, PowerPoint; skilled with Outlook; familiar with Excel.

## **Education**

**B. A. in Jazz Studies**  
**University of Rhode Island**

May 2013  
Kingston, RI

**Masters in Education**  
**University of Massachusetts Boston**

Projected Graduation Date May 2028  
Boston, MA

## **Personal skills**

- Leadership. Coaching, training, mentoring. Positive reinforcement, constructive criticism. Managing, directing, supervising. Delegating. Decision-making. Team-building. Meeting management.
- Problem-solving. Root cause analysis. Process improvement. Pattern recognition. Lateral thinking.
- Quick learner. Systematic, methodical, resourceful. Critical thinking. Insightful.
- Adaptable, flexible, trainable.
- Observant, perceptive. Attention to detail.
- Organizational skills. Documentation. Knowledge management.
- Time management. Planning, scheduling, logistics.
- Prioritizing, goal-setting, multi-tasking. Project management.
- Strong work ethic. Responsible, disciplined. Self-starter. Initiative.
- Presentation. Public speaking. Active listening.
- Customer service. Patient, diplomatic.
- Negotiating, mediating, facilitating.
- Cooperating, collaborating, coordinating.
- Works well under pressure.

***References available upon request***