

REECE CHEKAN

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Experienced training project manager and team leader. Proficient in managing client and vendor relationships. Extensive experience proactively identifying training needs, presenting recommendations and delivering rich, interactive learning solutions to address performance gaps. Strong written, verbal, and interpersonal communication skills. Meticulous e-learning developer, LMS administrator, technical writer, editor, and training specialist.

EXPERIENCE

JANUARY 2018 – PRESENT

DIRECTOR OF LEARNING AND DEVELOPMENT, CSBS

Drive the strategic direction and utilization of best practices for providing efficient and effective learning solutions for NMLS users and support staff.

Lead the design, development and implementation of creative and innovative learning programs built on design best practices and applicable targeted content.

Build, lead, and communicate a vision to a team of technical writers and e-learning professionals.

MARCH 2015 – DECEMBER 2017

SENIOR MANAGER: E-LEARNING & TECHNICAL WRITING, CSBS

Serve as project manager and team lead for the NMLS Training Team, overseeing all training endeavors, including in-person training, webinars, and self-paced eLearning modules.

Manage and analyze member interactions and data throughout the training lifecycle, with the goal of improving relationships and growing membership engagement.

Act as the primary administrator and business owner for the CSBS Learning Management System (LMS) which serves over 11,000 users and houses more than 200 courses.

Oversee and manage all aspects of system documentation and training materials housed on the NMLS Resource Centers.

JANUARY 2014 – FEBRUARY 2015

MANAGER OF TRAINING & TECHNICAL WRITING, CSBS

Advanced the design, development, and implementation of the e-learning initiative for the entire company.

Developed and designed a comprehensive e-learning curriculum for the Mortgage Licensing School, a self-paced online curriculum that teaches agency staff best practices in the licensing of state mortgage entities through NMLS along with the most effective use and navigation of the System.

Developed, revised, and maintained the NMLS style guide, document templates, user guides, help documents, and system text in order to improve consistency, quality of branding, and ease of use within the system.

MAY 2013 – DECEMBER 2013

TECHNICAL WRITER, CSC

Maintained numerous Agile and Systems Engineering Lifecycle (SELC) documents used by software and web development teams in support of US Citizenship and Immigration Services (USCIS).

Developed computer-based training (CBT) modules, white papers, and other training materials to help improve the documentation management process within the SPAS program.

NOVEMBER 2011 – SEPTEMBER 2013

JUNIOR INSTRUCTIONAL DESIGNER AND TECHNICAL EDITOR, ASEC

Collaborated with subject matter experts (SMEs) and instructional designers to design and develop SCORM-compliant eLearning modules for delivery on a learning management system (LMS).

Developed, edited, and standardized different technical documents, including maintenance manuals, standard operating procedures (SOPs), and contract proposals.

JANUARY 2011 – JUNE 2012

HIGH SCHOOL ENGLISH TEACHER, LEONARDTOWN HIGH SCHOOL

MAY 2008 – MAY 2009

EFL TEACHER, ALPHABET STREET LANGUAGE INSTITUTE (SEOUL, KOREA)

EDUCATION

20014 - 2019

MASTERS: DISTANCE EDUCATION & E-LEARNING, UMUC

Manage essential technology-related aspects of distance education program development, including setting up appropriate technology configurations, selecting tools, media integration, course design, and development. Current 4.0 GPA.

2010

TEACHER CERTIFICATION, RAMAPO COLLEGE OF NEW JERSEY

2007

BACHELORS: ENGLISH, RUTGERS UNIVERSITY

SKILLS

- Learning Architecture
- Instructional Design
- LMS Administration
- Vendor & Client Relations
- Developing Teams
- Leadership
- Project Management
- Problem Solving