

E DAVID ZWEIGEL

TECHNOLOGY SOLUTIONS EDUCATOR AND ANALYST

CONTACT



+1 571 388 7861



david@zweigel.us



david.zweigel.us

SKILLS

PROFESSIONAL

Course Development

Hands-On Training

MicroLearning Development

Business Needs Assessment

Solution Analysis

Technology Consulting

TECHNICAL

Adobe Captivate

Adobe Connect

Adobe Premiere/AfterEffects

Adobe PhotoShop/InDesign

ScreenFlow

WordPress

Microsoft Teams

Microsoft Planner

Microsoft Stream

SharePoint Online

AWS/Azure Cloud Design

PROFILE

Innovator with thirty-five years focused on making technology accessible to non-technical people, translating bits and bytes into relevant terms. Helped others successfully use technology in day-to-day work through classroom training, course development, business requirement development, change management and solutions analysis. Seeking to share experience and knowledge in learning environment or on a consulting basis.

PROFESSIONAL EXPERIENCE

TECHNOLOGY COMMUNICATION MANAGER

U.S. Department of State / Washington DC / 2019 - Present

- Developed user-focused learning materials for mobile/ remote use of Office 365 which led to 6,000 additional users and reduction in IT service requests.
- Created new knowledge hub and online training for cloud and mobile applications resulting in better-informed and productive user community.

MICROLEARNING INITIATIVE LEAD – FOREIGN SERVICE INSTITUTE

U.S. Department of State/ Arlington VA / 2017-2019

- Established criteria and methodology for MicroLearning video development resulting in 10+ new videos for job-place learning.
- Created prototype cloud-based learning portal to demonstrate usefulness of job site training and social learning.

SENIOR BUSINESS PRACTICE ADVISOR – OFFICE OF EDIPLMACY

U.S. Department of State / Washington DC / 2011-2017

- Fostered development of user-focused solutions through management of IT Innovation Fund resulting in 10 customer-driven solutions to solve various user issues.

EDUCATION

COURSE DEVELOPMENT, LEADERSHIP MANAGEMENT, DIVERSITY

Foreign Service Institute
Arlington, Virginia

BACHELOR OF SCIENCE/ WRITTEN COMMUNICATIONS

Eastern Michigan University
Ypsilanti, Michigan

AWARDS



MERITORIOUS HONOR

Office of eDiplomacy /
2016



SUPERIOR HONOR

Foreign Service Institute /
2004



MERITORIOUS HONOR

Office of International
Information Programs/
2001



HAMMER AWARD

National Partnership to
Reinvent Government /
1999

SOCIAL MEDIA



david-zweigel



@zweigel

EXPERIENCE (CONTINUED)

- Developed prototype knowledge management and collaboration system that illustrated cost-effectiveness of open source solutions.
- Used graphic design, video production, and WordPress tools to promote new technology leading to increased user awareness and adoption.

DIRECTOR OF PRINTING

U.S. Department of State / Manila Philippines / 2007-2011

- Managed government printing facility in Philippines and secured ISO-9001 certification, increasing quality control.
- Designed marketing strategies and tools to increase customer knowledge, leading to overall increase in revenue and customer satisfaction.

SENIOR TECHNOLOGY ADVISOR

U.S. Department of State / Washington DC / 2006-2007

- Provided technology advice to U.S. embassies in Europe leading to increased use of Web 2.0/Social Media.
- Conducted technology needs analysis for Public Affair offices in Europe resulting in better insights and support.

PUBLIC DIPLOMACY INSTRUCTOR - FOREIGN SERVICE INSTITUTE

U.S. Department of State / Arlington VA / 2003-2006

- Integrated contextual technology training into main course content through classroom and hands-on training, allowing Public Affairs practitioners to leverage digital tools.

OVERSEAS PRINTING SPECIALIST/TECHNOLOGY ADVISOR

U.S. Information Agency / Washington DC & Manila / 1991 - 2003

- Oversaw conversion from analog to digital production for five magazines, in over 14 languages, and countless other print products with savings in time, money and resources.
- Deployed and managed internet centers in refugee camps during the Kosovo war.

REFERENCES

Available on request.