




CHELSEA PALMER

TECHNICAL COMMUNICATOR | PROJECT MANAGER

CONTACT

 Atlanta, GA

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EDUCATION

Master of Arts

Digital Rhetoric & Professional Writing
Michigan State University

Bachelor of Arts

English, Minor in Spanish
Illinois State University

CERTIFICATIONS

Project Management for Instructional Designers

Georgia State University
Completed: Dec 2017

Adobe Captivate

Ledet Training
Completed: Dec 2017

Adobe Illustrator

Ledet Training
Completed: Jan 2019



PROFILE

An empathetic people leader and passionate technical writer, dedicated to creating accurate, accessible, and compliant content through effective relationship building and collaboration—putting stakeholders at the forefront of technical communication. Proven self-starter who can quickly adapt to evolving demands, while supporting others on their paths to excellence.



WORK EXPERIENCE

Delta Air Lines

Senior Learning Designer, Flight Operations

Atlanta, GA

Feb 2018–Present

- Serve as the executive editor for Delta's fleet-specific pilot eLearning catalog: Initial Qualification (IQ) Systems Training, electronic Systems Validation (eSV), eSV Self-Assessment, Quarterly Continuing Qualification (QCQ), and Preflight Inspections
- Lead a team of learning designers that develops Delta's fleet-specific pilot eLearning catalog
- Manage the development lifecycle of Delta's quarterly pilot eLearning compliance program that is distributed to ~15,000 pilots
- Liaise with divisional and cross-divisional stakeholders, and participate in varying audits, ensuring optimal compliance and operational safety
- Create and implement departmental processes, quality control standards, and project tracking tools
- Author a department manual, develop an onboarding curriculum, and provide 200+ hours of on-the-job training to seven new hire team members, facilitating continuity and in-depth department knowledge
- Analyze, design, and develop government- and corporate-mandated pilot eLearning
- Collaborated with Subject Matter Experts (SMEs) to develop 180+ Quarterly Continuing Qualification (QCQ) eLearning lessons for the A220, A320, and 737 fleets
- Managed a \$600,000 content development project for a 14-hour aircraft systems training curriculum for 90 new A220 aircraft, enabling real-time edits without vendor consult and cost (saving ~\$30,000 annually)
- Administered LMS logistics, structure builds, functionality testing, and course maintenance for all A220 and A320 pilot SCORM-based eLearning curricula

Learning Designer II, Flight Operations

Aug 2015 –Feb 2018

- Managed development and delivery of the A220 Electronic Systems Validation (ESV) with over 1,000 questions, including 200+ questions for the Self-Assessment, supporting the launch of a new internally developed iPad application
- Developed ~50 department job aids and metric documents to capture development processes and standards

SKILLS

- Project Management
- Process Management
- Complex Problem Solving
- Technical Writing
- Technical Editing
- Audience Analysis
- Instructional Design
- Document Design

EXPERTISE

- Adobe Captivate
- Adobe Creative Suite
- Articulate Storyline
- JIRA
- LMS Administration
- Smartsheet
- Microsoft Office

REFERENCES

Available Upon Request



WORK EXPERIENCE CONTINUED

Mindset Digital

Course Designer

Columbus, OH

Mar 2015–Aug 2015

- Developed 200+ hours of social media training material for financial and healthcare organizations

eBay Enterprise

Technical Writer

Columbus, OH

Feb 2015–Mar 2015

- Authored a 300-page user manual for eBay's Customer Engagement Engine

ProWrite, Inc.

Technical Communication Manager / Sr. Technical Writer

Columbus, OH

Apr 2014–Feb 2015

- Built project proposals and estimates, and managed client relationships
- Managed, created, and edited technical documentation: manuals, Standard Operating Procedures (SOPs), policies, and training materials
- Projects: 44-page Trailer Manual, Regulation Trace Matrix and Database, Maintenance Excellence Manual, Quality Assurance Training, Quality System Documentation, Food Processing Technical Documents and PowerPoints, Work Order Optimization, Technical Writing Class for Professionals

HealthSpot, Inc.

Technical Documentation Specialist

Columbus, OH

Jul 2013–Apr 2014

- Created, maintained, and ensured quality management of product manuals, user manuals, Market Requirement Documents (MRDs), technical specification documents, and product release notes
- Supported Product Development with the Rite Aid software release, and assisted with requirements gathering and strategic planning
- Analyzed technical release requirements and developed draft software screens and Visio workflows that Creative, Development, and QA teams leveraged for agile product development
- Assisted developers with translating workflow diagrams and screens into code, and translated business and system needs into use cases and User Interface (UI) specifications for Development to reference during the software development lifecycle
- Led executive-level reviews of workflow assets and managed revision changes

Michigan State University

Graduate Teaching Assistant

East Lansing, MI

Aug 2011–May 2013

- Served as the sole instructor for four first-year writing classes
- Developed a detailed course curriculum, daily lessons, and assessments

Ethicon Inc., a Johnson & Johnson Company

Technical Writing Intern

Cincinnati, OH

May 2012–Dec 2012

- Created Instructions for Use (IFU) for all of Johnson & Johnson's medical device companies
- Developed a 140-page labeling manual that drives internal process standardization for design control
- Assisted with developing a legibility test of high-running inserts required for a Cost Improvement Program (CIP) that saves the business ~\$75,000 annually