

NANCY HILLAN

Senior Instructional Design + Technical Writing Consultant

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SUMMARY

15+ years experience helping users thrive amidst change and boost ROI with high-quality, process-based training and performance support materials.

EXPERTISE

- Customer Relationship Management (CRM)
- Order Management
- Service Management
- Master Data Management (Customer, Vendor, Material, Pricing, Finance)
- Human Capital Management (HCM)
- Warehouse Management
- ERP Systems (SAP, Great Plains, Eclipse)
- Sales Enablement
- Customer Support
- Business Transformation
- Change Management

CLIENTS

Adobe	Agilent	Perricone MD
VMware	SRI	Raley's
NetApp	Franklin Templeton	Novellus (LAM Research)
Genentech	Clorox	Applied Materials
Bio-Rad Laboratories	Levi Strauss	Ciber Inc
Dolby Systems	Le Tote	Ingram Micro
Hewlett-Packard	Future State	

PROJECT HIGHLIGHTS

For a complete list of projects, please refer to Linked In: <https://www.linkedin.com/in/nancyhillan/>.

Levi Strauss and Company, San Francisco, CA

Senior Instructional Designer/Technical Writer (Consultant), Retrofit Project

Owned training and documentation effort for a large-scale warehouse retrofit project that included installation of a new warehouse management system, new material handling equipment, and organizational changes encompassing warehouse processes, job roles and responsibilities. Designed training curriculum, wrote standard operating procedures, and developed 15 instructor-led courses covering all aspects of warehouse operations, from Receiving to Shipping. Led a cross-functional team of internal and external resources to define and stage system data for training exercises, arrange training logistics, and develop transactional work instructions for each department. Training was successfully delivered on schedule.

Bio-Rad Laboratories, Hercules, CA

SAP Training Developer (Consultant), Mariposa Project

Owned curriculum design and training development for new SAP Product Lifecycle Management implementation. Designed comprehensive, role-based curriculum. Developed 14 web-based and instructor-led courses for Engineering Change Management, Document Management, Product Labeling, and Specification and Recipe Development processes. Directed the development of 11 additional courses and over 100 transactional recordings. In spite of aggressive deadlines and severe resource constraints, training was delivered on schedule with overwhelmingly positive reviews.

OTHER SELECTED PROJECT EXPERIENCE

The Clorox Company, Oakland, CA

Senior Instructional Designer and Technical Writer (Consultant), Ignite Project

- Developed training for new trade system (Exceedra) rollout. Courses included Maintain Listings, Volume Planning, Promotion Planning, Payments and Settlements, and Reports.

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Adobe, San Jose, CA

2018

Senior Instructional Designer (Consultant), Parkour2 Project

- Created comprehensive training program for new Adobe Customer Care CRM and IT ecosystem.
- Developed end-to-end process training modules and step-by-step instructions.

Perricone MD, San Francisco, CA

2016, 2017

Business Process Analyst/Senior Technical Writer (Consultant)

- Developed standard operating procedures for Finance and Operations.
- Mapped Quote-to-Cash, Customer Care, and IT business processes and developed process documentation to support headquarters relocation and process re-engineering efforts.

Raley's, Sacramento, CA

2013 - 2014

SAP Training Developer (Consultant)

- Developed Accounts Receivable, Gift Card, and Procurement training for SAP Finance rollout.

The Clorox Company, Oakland, CA

2011 - 2012

SAP Training Developer (Consultant), Atlas and Promax Projects

- Developed complete process training for the new Item Lifecycle Management (ILM) process, including material creation and change, local master data maintainer, and product attributes training.
- Developed multiple courses under an aggressive timeline to support the rollout of Promax trade spending software in Argentina and Chile.
- Developed master data training for the Master Data Organization (MDO) in Santiago, Chile as part of a multi-phase SAP rollout to Clorox International countries.

NetApp, Sunnyvale, CA

2011

Senior Instructional Designer/Technical Writer (Consultant), NetApp Capital Solutions

Mapped new global business processes and developed comprehensive process-based desktop procedures and training for the launch of NetApp Capital Solutions, NetApp's leasing and financing business.

Applied Materials, Santa Clara, CA

2007 - 2008

SAP Training Developer (Consultant)

Developed Logistics, Order Management, Inventory Planning, and Pricing eLearning and instructor-led training for a global SAP business transformation project.

Hewlett-Packard Company, Palo Alto, CA

1996 - 2006

SAP Training Developer (Consultant), HP Services, Order Management Program/Contract Operations

Developed and managed a complete set of business process documentation and SAP reference material for HP's Order Management/Contract Operations Program; a multi-year, global SAP implementation.

EMPLOYMENT HISTORY

Write for Results, San Francisco, CA

1991 - Present

Senior Instructional Design + Technical Writing Consultant

Hewlett-Packard Company, Palo Alto, Ca

1984 - 1991

Technical Writer, Support Systems Analyst, Market Research Analyst

EDUCATION

University of California, Berkeley; Masters degree

University of California, Davis; B.S. degree