

# Catherine M Schramm

Lakewood, CO

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303-422-9075

## Summary of Qualifications

I am a seasoned instructional designer, technical writer, editor, and project manager with a passion for conservation and a recently completed MA in conservation biology looking to add an environmental focus to my extensive professional management and communications experience.

## Experience

### **Cadre Solutions LLC, Lakewood, CO**

### **Managing Partner/Owner, 2001–present**

Develop learning products that improve employee effectivity, including instructor-led and web-based training materials, procedural manuals, troubleshooting tools, online help, technical reference materials, program specifications, and user acceptance tests for a variety of clients.

Conduct audience needs analyses, establish learning objectives, implement quality control and usability tests, perform hands-on research of computer systems, interview subject-matter experts, and contribute to user interface design.

Write proposals to obtain new work, oversee development projects from beginning to end, and manage all other aspects of owning a business.

### **Working Knowledge, Sedalia, CO**

### **Technical Writer/Instructional Designer, 2008–present**

Write, edit, and produce training materials and documentation for a range of clients including:

- Regis University – coordinated conversion of undergraduate and graduate-level courses to online platform
- American Institute of Baking – redesigned and wrote instructor-led and computer-based courses on food defense and good manufacturing processes
- Council for Global Immigration – created storyboards and programmed computer-based immigration visa course
- Symantec – edited and restructured NetBackup and TCP/IP basics courses
- Western Union – produced internal and customer-facing documentation and training materials to ensure regulatory compliance and deter fraud

### **Modern Real Estate, Arvada, CO**

### **Broker Associate, 2010–16**

Researched property availability and valuation, showed homes, conducted open houses, completed contract paperwork, negotiated pricing and contract inclusions, arranged inspections, repairs, appraisals, and helped clients secure financing. Ordered title searches and insurance, verified closing documents, and maintained all required records per Division of Real Estate.

### **Manheim Auctions, Lakewood, CO**

### **Training/Documentation Manager, Technical Writer, 2003–08**

Managed training development and all technical documentation for global company of over 32,000 employees; established templates, style guides, and review processes. Spearheaded selection of SCORM-compliant, XML-based Learning Content Management System, designed DTD and reviewed schemas. Designed and developed online help and training deliverables using ADDIE model.

**Avaya, Westminster, CO**

**Documentation Project Manager, Information Developer, 1994–2000**

Oversaw planning and production of documentation and training deliverables for a large, telecommunications switching product according to ISO 9000 standards and participated in ISO certification audits. Hired and supervised a team of 14 writers. Coordinated production and delivery of end-user, maintenance, and reference document set, including budgeting, negotiating project scope, writing Requests for Proposals, selecting and counseling external vendors. Redesigned learning materials for ease of translation and facilitated translation of multiple documents into 10 languages.

**Education, Tools, and Other Skills & Experience**

M.A., Biology and Conservation Leadership

Project Dragonfly Advanced Inquiry Program: Miami University, Oxford, Ohio

- Study areas included: Colorado's biodiversity and associated issues, urban ecology, technology in conservation, local development regulations, and youth leadership in ecology.
- Completed a wide range of conservation-focused projects: wrote a grant application for a restoration effort, created a website for Jeffco Climate Action, crafted a proposal for a tree planting initiative, produced an interactive map of recycling locations with Google Maps, and collaborated with a local homeschool group to design and host a recycling education booth for Lakewood's 2018 Earth Day celebration.
- Researched local and global ecological issues using library tools and databases, conducted vegetation surveys and wildlife ethogram studies, and interviewed local horticultural experts, county planners, city sustainability personnel, climate activists, and others.

M.A., Germanic Studies: Indiana University, Bloomington, Indiana

B.A., German Language and Literature: Eastern Michigan University, Ypsilanti, Michigan

Licensed Real Estate Broker, State of Colorado

**Software Tools:** Adobe Acrobat, Captivate, Dreamweaver, FrameMaker, InDesign, LiveCycle Designer, Photoshop, RoboHelp; Microsoft Word, Excel, PowerPoint, Visio, SQL Server; Articulate Storyline; Remedy Knowledge Management; MailChimp

**Languages:** Read, write, and speak German; Read and speak limited French and Spanish

**Volunteerism:** *Butterfly Pavilion Urban Prairies Project* – Restoration Master Volunteer focusing on noxious weed identification and removal, vegetation sampling, soil monitoring, and restoration-crew leadership; *Lakewood Sustainable Neighborhoods* – Morse Park tree planting initiative; *Colorado Native Plant Society* – Media/Newsletter team; *Joan Gregerson's Green Team Academy* – Coordinating committee.

**Associations:** Colorado Native Plant Society, Colorado Association for Recycling

**Other:** Colorado State University Cooperative Extension / Colorado Native Plant Society – Native Plant Master course at Red Rocks using botanical keys and other tools to identify native and non-native plant species and understand their cultural and ecological importance

## References

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