

# JAMY KRULIKOWSKI

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## DIGITAL ADOPTION PROFESSIONAL

### Highlights and Achievements

- Created hundreds of WalkMe solutions for numerous customers
- Developed solutions for Workday, Salesforce Classic/Lightning, SuccessFactors and others
- Established company-wide Digital Adoption user group
- Considered the technical lead for the IT Digital Adoption Team
- Conducted data analysis on post implementation WalkMe solutions
- Received the Red Hat +1 Award based on customer focus
- Key role in the rebranding of WalkMe at Red Hat

## CORE QUALIFICATIONS

Technical writing for Digital Adoption  
Evaluating user experience  
HTML, jQuery & CSS knowledge

Discovery and scoping  
Data analytics  
Technical support

Project management  
Video & audio editing  
Quality assurance testing

## EXPERIENCE

RED HAT, Raleigh, NC

January 2018 – Present

**SENIOR WALKME ADMIN & DEVELOPER** (SEPTEMBER 2019 – PRESENT) – Develop, maintain and report analytics for WalkMe content used on various platforms, such as Workday, Salesforce Classic/Lightning, Tableau, and ServiceNow. Involved in all phases of Digital Adoption including customer discovery, project management, developing WalkMe solution and data analysis. Technical lead on support issues and distribution of the WalkMe extension on various platforms. Contributes to documentation and standards used in companywide Digital Adoption, mentors other WalkMe developers and provide support where needed.

**WALKME DEVELOPER** (JANUARY 2018 – AUGUST 2019) – Contracted to be the product owner for all WalkMe development on ESSA Readiness team. Tasks include developing and managing WalkMe content for APTTUS CPQ/CLM, FinancialForce – PSA and other 3rd party applications used in Salesforce Classic. Developed other training materials, such as job-aids, online simulations and promotional videos for the APTTUS CPQ/CLM software.

AASONN, Naperville, IL

January 2015 – December 2017

**LEARNING AND ADOPTION SPECIALIST** – Create online reference materials, user guides, eLearning courses and software simulation videos for outside customers based on the modules used in the SAP SuccessFactors cloud-based human resources software. Conduct remote training classes and manage various customer projects. Utilize the WalkMe platform (developing Walk-Thrus and other WalkMe apps) to help navigate users in completing tasks in SuccessFactors.

EMSER TILE, West Hollywood, CA

October 2014 – December 2014

**ELEARNING DEVELOPER – INDEPENDENT CONSULTANT** – Consulted on the development of online courses created in Articulate Storyline. Assisted on updating and creating courses used for internal training. Other tasks include developing storyboards, creating/editing graphics and animations.

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SAE INTERNATIONAL, Livonia, MI

January – June 2014

**ELEARNING DESIGNER** – Contracted to create a standard Storyline course template used for classroom/online courses. Created guidelines for packaging and protecting courseware created in PowerPoint and Articulate Storyline for internal instructors and customer usage. Assisted in the development of an 8-hr course created in PowerPoint that will be imported into Storyline for use in classroom presentation and web-based training.

**MOTION GRAPHICS DESIGNER** – Contracted to design and produce website videos used for software and company promotion. Tasks included developing concept/storyboards, creating and editing graphics, collaborating on writing voice-over script, hiring talent, and performing final output and website upload.

- **GD&T Training Software that Produces Measurable Results:** Click [here](#) to view this video.

EFFECTIVE TRAINING, INC. (ETI), Livonia, MI 1997-2013

**ELEARNING DESIGNER/VIDEO PRODUCTION (2011-2013)** – Worked with subject matter experts (SME) to design instructor-led presentations used for classroom training. Created/edited and coordinated graphics; created reveals/transitions. Provided both telephone and email installation/software support. Designed and produced website videos used for software and company promotion.

- **The ISO GPS Quick Reference Software:** Click [here](#) to view this video.

**ELEARNING DEVELOPER (1997-2010)** – Served as project leader and software developer in the design and development of computer-based and web-based training software. Click [here](#) for a detailed description of these accomplishments.

## SOFTWARE PROFICIENCY

<b>Content Development:</b>	Adobe Captivate, Articulate Storyline, and WalkMe
<b>Graphic Design:</b>	Adobe Illustrator, Photoshop, and Microsoft Visio
<b>Animation / 3D Modeling:</b>	Adobe After Effects, Edge Animate and Maxon Cinema 4D
<b>Video / Audio Editing:</b>	Adobe Premiere, Audition, Apple Final Cut Pro, TechSmith Camtasia Studio, and Avid Media Composer



**CERTIFIED DIGITAL ADOPTION SOLUTION ENGINEER**



**Certified Pro**  
Final Cut Pro X, Level One



**Media Composer 6**  
Certified User

## EDUCATION

EASTERN MICHIGAN UNIVERSITY, Ypsilanti, MI  
**Bachelor of Science (BS) in**  
**Computer-Aided Design (CAD), 1997**

VIDEO SYMPHONY PRO SCHOOL OF MEDIA  
PRODUCTION, Burbank, CA  
**Certificate of Achievement in**  
**Graphics Animation & Effects, 2011**  
11-month program involving  
680 instructional hours and 184 lab hours

## REFERENCES

Available on request.