

## John W. Aldridge, Jr.

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### STRENGTHS

- ◆ Instructional Design & Development
- ◆ Technical Documentation & e-Learning
- ◆ Project Management
- ◆ Performance Improvement & Measurement
- ◆ System Admin
- ◆ Grants, Proposals & RFP
- ◆ Research-based Evaluation
- ◆ Conflict Resolution & e-Coaching

### SUMMARY OF QUALIFICATIONS

Solid, creative and versatile background in complex business communications/learning systems; Research, technical documentation/training, instructional design and development of knowledge management processes for performance optimization. Advancing organizational learning and practices surrounding instructional systems design (ISD). Analyze, design, deliver and manage “blended” learning assets for complex BPR and ERP including SOx compliance. Proficient in site-based instructor-led training and online e-learning, integrating performance-based outcomes utilizing automated real-time feedback. Develop objectives and outcome-based content applying inductive and deductive analysis derived from subject matter experts (SME’s). Apply and deploy a variety of advanced technologies with a ten-year track record for advancing collaborative learning in Asia, North America and Europe. Certified in interpersonal communications, group dynamics, leadership development and conflict resolution.

### EMPLOYMENT SUMMARY

**Consulting, Northrop Grumman/GTRI/TAG** **2007 - Present**  
*Collaborative Learning Systems Development & Change Management for Organizational BPR*

Design and develop quality assurance/risk management support programs for Northrop Grumman via a contract with GTRI. Also, design and develop Web 2.0 collaborative learning elements for various start up and development stage corporations, including; wikis, forums, blogs, surveys and advanced CRM and ERM collaborative environments, applying Service Oriented Architecture, (SOA). Design, develop and deliver technical documentation including; implementation and maintenance of interactive communications and applications that interface with collaborative or social networking frameworks; enhancing productivity and optimize individual and workgroup performance.

**Western Union Financial Services, Englewood, CO** **2006 - 2007**  
*Documentation Specialist/Technical Trainer – Global Enterprise Marketing Systems*

Responsibilities include; instructional design and development, technical documentation, training workshops and logistics for adult education aimed at international audiences in a complex multinational financial business institution. In addition to developing, co-creating and delivering Online and site-based training, assisted with WU’s change initiative; Global Enterprise Marketing System (GEMS), facilitated an organizational development/effectiveness and change management intervention globally. GEMS is a Business Process Reengineering (BPR) intervention involving collaborative learning methodologies

enabling the sharing and transferring of knowledge assets (operational procedures, practices and policies including SOx compliance).

**Flint Telecom, Salt Lake City, Utah****2005 – 2006***Project Manager: Partner Training and Development*

Technical documentation; design, develop and deliver blended learning and knowledge solutions for Flint Telecom's partner CSRs, internal/external sales agents and front-line technical support. Training is designed to introduce the company's VoIP technology to first tier support; assure competency and compliance with industry standards such as 911 protocols with a focus on results-based feedback using the company's existing CRM system. Work closely with the sales team to train, manage and retain customers. Develop systems for measuring effectiveness of the company's products/services and customer satisfaction.

**Prime Carrier, Dublin, Ireland****2003 - 2005***Senior Trainer*

Design, developed, deliver and manage blended training assets for the company's Margin Optimization Solutions for Telcos (MOST) software. Provided functional, technical and project management guidance for objectives and outcome-based content development utilizing informal and formal analysis derived from subject matter experts (SME's). Provided guidance to site based CRM team members on the MOST deployment toolkit and five other training modules for certifying sales agents and technical support personnel.

**University Associates Center for Integral Leadership, Tucson, AZ****2000 - 2002***Associate Director*

Served as the lead training expert; developed and managed online learning solutions and performance improvement processes to optimize personal and professional effectiveness in a collaborative learning environment. University Associates Center for Integral Leadership, LLC (UACIL) is an organizational T & D consultancy and a leading advocate of and developer in the use of experiential learning methods in adult/professional education. The UACIL consults with Fortune 2000 Companies.

**The Center for Ethics and Social Responsibility, Denver, CO****1994 – 2000***Executive Director*

The Center for Ethics and Social Responsibility is a partnership between the United States Air Force Academy's Center for Character Development and the YMCA with a mission of advancing ethics and social responsibility in the workplace and throughout school communities. This non-profit 501(c) (3) organization focuses on youth leadership development, building healthy business/community relations through on-site and online experiential learning. Responsibilities included developing award-winning curriculum and online *praxis* research where over fifteen thousand business leaders, parents/teachers and students participated in this unique service-learning project. Additional responsibilities included responding to the direction of a diverse Board of Trustees, assembling planning and advisory committees, developing funding plan, policies and job descriptions, grant writing, marketing, curriculum development, research and assessment, and managing staff and volunteers.

**Logotronix Corporation, Denver, CO****1987 – 1993***Vice President Business Development, International Marketing/Sales*

Logotronix Corporation develops, manufactures, markets and distributes personal communications products aimed at the wireless, telecommuter and home-office industry. Primary responsibilities included marketing and sales; strategic planning, communications; developing educational materials and user manuals, newsletters, and investor relations.

**Doceré Corporation a/k/a Medigraphic Video Corporation, Denver, CO****1985 – 1987***Vice President, Business Development*

This company researched, developed, produced and marketed interactive patient education systems and risk management/quality assurance programs for the health care industry. Coordinated all education and training activities—physician and patient education. In addition to traditional site-based training, a variety of output formats were utilized including audio and video taped presentations and interactive software.

### **ADDITIONAL TRAINING EXPERIENCE**

- Experience developing custom blended training and implementing organization-wide business process reengineering (BPR) initiatives by integrating service oriented architecture (SOA) within the existing training and development framework.
- Community development: Los Niños de Mante Primario, a project in collaboration with Rotary International and Doctors without Borders; grant writing and RFP for complex community change initiative; assisted with team building, designed and developed curriculum for professional training and development. Facilitated leadership workshops for community members and business leaders focusing on ways to integrate core-values and ethics into the day-to-day decision-making process.
- Higher-education: Adjunct Professor, MBA Executive program at Colorado Christian University (CCU). San Francisco University – Graduate MBA program facilitator for a OD & Change Management; Online Collaborative Learning Systems, University of Colorado, Boulder – (TA) General Psychology, Introduction to Statistics and History of Psychology, and Red Rocks Community College – guest lecturer, graduate class in Modern Methods for Research using Online Databases - Human Relations Area Files (HRAF).

### **EDUCATION**

**Ph.D., Fielding Institute, Santa Barbara, CA (2002)**

Human & Organizational Systems: Dissertation - "A multidimensional model for building knowledge assets: Applying sociotechnical systems to online action research"

**M.A., Fielding Institute, Santa Barbara, CA (2001)**

Human Development: Leadership Development and Organizational Learning

**M.A., Regis University, Denver, CO (1994)**

School of Professional Studies: Industrial Psychology/Organizational Management (With Honors)

**B.A., University of Colorado, Boulder, CO (1992)**

Psychology

### **PROFESSIONAL DEVELOPMENT:**

- VNU Online Learning: Workflow Institute/IBM Roundtable, San Francisco, CA 2004
- ASTD/BAHRA SIG Lead Facilitator - Performance Improvement in the Workplace: Measurement and Feedback 2004
- HR Technology: Special Presentation - Collaborative Learning & Assessment Tools, Chicago, IL 2002
- Anchor Point Institute: The Art & Science of Group Dynamics, Salt Lake City, NV - Certification, 1999
- Forum International De L'Innovation Sociale - Authority, Leadership & Transformation, Paris FR 1999-2000

**REPRESENTATIVE AFFILIATIONS:**

- Chief Learning Officer Business Intelligence Advisory Board Member
- American Psychological Association (APA) Member
- American Society for Training and Development (ASTD) Member
- European Software Process Improvement (ESPI) Member
- Chief Learning Officer (CLO) Advisory Board Member
- VNU Online Learning International Conferences Member
- Character Education Partnership (CEP), National Youth Focus Committee
- Trustee, Center for Ethics & Social Responsibility
- Trustee, Watershed High School
- Governor's Task Force for Character Education, State of Colorado
- Rotary International – Member/Director/Chair International

**REPRESENTATIVE PUBLICATIONS**

Aldridge, John W. (2004) 'Sociotechnical issues, in Anna DiStefano, Kjell Rudestam, Robert Silverman and Susan Taira (eds), *Encyclopedia of Distributed Learning*, Thousand Oaks: Sage Publications, Inc.

**RESEARCH INTERESTS**

Collaborative Learning, Organizational Development and Change Management; Training & Development—Objective design, delivery and validation, Web-based Learning, Management and Leadership Development, e-Coaching, Business Ethics, Organizational Behavior, Health Promotion and Wellness, Work/Family Issues, Diversity and Gender Issues, Conflict Mediation and Resolution, Organizational and Managerial Stress, Performance and Motivation, Test and Measurement, Automated Online Survey Research, and Organizational Decision Making.