BIOGRAPHICAL SKETCH

NAME: Teh, Teong-Chin

eRA COMMONS USER NAME (credential, e.g., agency login):

POSITION TITLE: Multimedia Programmer

EDUCATION/TRAINING *(Begin with baccalaureate or other initial professional education, such as nursing, include postdoctoral training and residency training if applicable. Add/delete rows as necessary.)*

INSTITUTION AND LOCATION	DEGREE (if applicable)	END DATE MM/YYYY	FIELD OF STUDY
San Francisco State University	BA	2000	Business Administration

A. Personal Statement

I am a multimedia professional with over 18 years' experience designing and implementing training and course development: delivering training, leading teams of programmers, designing and writing course templates, deploying to various distribution media. A proven track record of significant improvements in productivity, quality and customer satisfaction while reducing costs. Produced over 6 different languages including English, French, Traditional Chinese, Simplified Chinese, Spanish and Thai training courses.

For the proposed project, I will lead the eLearning course development team. As a Multimedia Programmer, I had developed eLearning courses and game assessments for a Cisco Russia Type 4a Entity project. Flash Interactive game for a British Petroleum project. Developed over 50 eLearning courses for Genentech and Manpower Group project.

When I worked at Moody's Analytics San Francisco as an Assistant Director, I accomplished the following task: 1) Deployed and maintained all courses for AICC and SCORM to Learn.com. 2) Led 5 development team members on E-Learning credit training products for over 40 different banks throughout U.S., EMEA, Asia and Latin America. 3) Redesigned a way for students to quit diagnostic or exam without getting 0 score in Learn.com LMS while maintaining integrity of random questions using JavaScript. Greatly reduced customer and help desk calls from 50 per month to virtually 0. 4) Conducted research and development of Madcap Flare XML based help system of searchable knowledge base with Lectora. Able to link from Lectora to particular section of Madcap system and also listed all related and associated files containing the searchable word. 5) Designed and developed an on-line new product tutorial course using Viewlet Builder to mirror how our new product operates, significantly reducing customer support calls by 38%.

I have received highly rated achievement awards including Outstanding Employee of the Year and Most Valuable Employee of 3rd Quarter.

Technical Skills

Lectora and Learn.com LMS.; Madcap Flare help/library system eLearning, Flash, Web development, CSS, JavaScript, JavaScript including JQuery, jsp, html. Familiar with Articulate 360 and Toolbook. Software: Microsoft: MS Office Suite, PowerPoint, Access, Visual SourceSafe, SQL Server, Project. Windows XP, 2000, 7, Mac OS. ADOBE: Flash, Photoshop, Dreamweaver, Acrobat, Captivate, InDesign, Audition. Video and audio editing, streaming in Flash or Sorenson. Others: Symantec Ghost, Power ISO/Daemon tool, 3ds Max.

B. Positions and Honors

Positions and Employment

1985 - 1990 Supervisor, CCH Computax, Inc. Burlingame, California.
1991 - 1996 Project Manager, China Data Processing Cente
1997 - 1999 Lead Programmer, TCT Technical Training
1999 - 2009 Assistant Director, Moody's Analytics San Francisco, California

2010 - 2011	Multimedia Developer for Genentech CDM Project, Contractor
2012 - 2013	Multimedia Developer for Rights Management Project, Contractor
2014 - 2015	Multimedia Developer for Honeywell, Genentech, Riverbed, Contractor
2016 -	Multimedia Programmer , PTT Media

Other Experience and Professional Memberships

Honors

C. Contribution to Science

D. Additional Information: Research Support and/or Scholastic Performance