

BENJAMIN FORREST

260 Woodman St
San Diego, CA 92114
(619) 379 4175
ben@benforrest.net



Learning professional with over 10 years of international classroom, development, project management, and change management experience in making that "aha I got it!" moment happen for teams around the world. Successful learning initiatives are not just about the curriculum or the trainers, but about the roll out.

I left the world of 9-5 corporate learning for a while in 2012 to pursue two of my other life long passions, brewing and artisanal metal & woodworking, but found that as much as I love working with my hands to create, my favorite part of any job is teaching people how something works and why. If you commission me to forge a piece of art or brew a beer for your wedding, chances are you'll end up learning how to do these things yourself if you ask.

World traveler, polymath, storyteller, listener, artist, crossfitter, musician, lifelong learner.

WORK EXPERIENCE

Forrest Training & Consulting

2008 – present

Proprietor

Customized solutions tailored to your company's specific training needs. Specializing in instructor led and blended learning coursework, featuring interactive exercises, gamification, and bite sized learning delivered both in and out of the classroom.

- LMS configuration, rollout, administration, assessment reporting, etc. (Taleo, Moodle)
- Online learning (both instructor led and asynchronous using Captivate, Articulate, Adobe Connect, GoTo Meeting, etc).
- Change management and marketing of learning deployment
- Development of instructor guides for in house "train the trainer" for learning staff or SMEs in the field as required

I bring over 10 years of classroom and online instructional experience, as well as a lifelong love of learning and excitement at sharing knowledge with others to every project.

Clients have included:

- Google, specifically the G+ and Privacy Advocate teams
- Microsoft, specifically the ISDVA (Internal Software Developer Vendor Advocate) program team
- Artisan Ales, a small craft beer importer and distributor
- Several smaller startups and regional businesses

PixelPub Brewing Company

2012 – 2013

Founder, Head Brewer

Founded with the hopes of becoming San Diego's first community supported brewery project (think CSA but instead of farm produce delivered to customers' houses, beer would be delivered instead), my partners and I aimed to create and sell a product that both delighted subscribers but also furthered the cause of regional growers within our supply chain (think farmers who produce hops, grains, etc).

The PixelPub failed to get off the ground due to a combination of undercapitalization (in today's market, it is nearly impossible to launch such a venture without significantly more funding than I had obtained), legal and licensing challenges to the Community Supported Brewing business model within San Diego, (this issue is still being reviewed by both the County Board of Supervisors and the San Diego City Council), and other market forces at the time.

I learned a great deal from the experience including:

- Venture fundraising
- Navigating the regulatory hurdles between the production, distribution, and sale of Alcohol divisions within the Federal, State, and Local guidelines
- Alcohol licensing and taxation schedules
- Budgeting and planning the creation of an industrial production site

Sony Computer Entertainment**2010 – 2012****Sr. Instructional Designer**

- Responsible for working with internal clients to develop strategic learning plans to address current and future technical and soft skills development using a variety of solutions that included internal course development and delivery, working with outside consultants to develop custom solutions, and identification and coordination of existing learning.
- Worked individually and as part of matrix teams to design, develop, and deliver various training programs as needed.
- Analyzed and reported on the results and effectiveness of training programs using formalized assessments, internal social media (yammer), and project post mortems.
- Identified current and future potential roadblocks to implementation of various change initiatives within the organization.
- Consulted with other departments to coordinate the communication, training, and implementation of both software and process changes which included working with Human Resources, Finance, Marketing, IT, and studios throughout the US, European, and Asian territories.

Sprint PCS**2000 – 2002****Sales & Customer Service Trainer**

- Worked with instructional designers and other training staff to deliver sales training (both soft skills based sales techniques & technical training on new and upcoming hardware)
- Assisted in the development of call center guidelines and classroom roleplays around the Pioneer Program phase out to address significant escalation issues regarding the transition of PCS Pioneer users, reducing escalation to second and third level support by over 30%
- Customized and delivered both classroom based customer service training (dealing with difficult customers, reading body language and tone of voice, negotiation, etc.) as well as paired senior staff with new hires at retail stores as part of a CSR mentorship program.

Sony Computer Entertainment 2002 – 2010**Supervisor of Learning & Development**

- Managed the continued delivery and improvement of training process and programs within the QA and IT departments as well as managed a staff of nine full time trainers and a contract instructional designer across the San Diego and San Francisco campuses.
- Responsible for designing, developing, and implementing training and corresponding change management plans to support the adoption of various game development software suites, including the worldwide roll out of DevSuite (an enterprise defect and development tracking system).
- Consulted with stakeholders to design and develop and train custom solutions for the implementation of the system for each studio, enabling studios to document and improve their existing internal processes while at the same time allowing them to better communicate directly with internal SCEA teams.
- Worked with RBCS Inc. to implement ISTQB methodologies across the QA organization globally, beginning with the certification of all test leads at the Foundation Level.
-

SKILLS

- Leadership
- Project management (Scrum/Agile)
- Change management (Prosci/ADKAR)
- Training delivery & meeting moderation/facilitation
- Skill gap and needs analysis
- Content and curriculum development
- Graphic design & typographic layout
- Strategic planning
- User experience
- Scenario scripting and gamification of learning objectives
- Adobe Creative Suite (Photoshop, Captivate, Flash)
- Microsoft Office Suite (including Visio, Project, SharePoint)
- Moodle & other Learning Management Systems
- Social media platforms
- Various web tools & standards (CSS, HTML, etc.)
- Collaboration & content management (Slack, Basecamp, Clarizen, WeekPlan, Wordpress, etc.)

CERTIFICATIONS

- **ADKAR Change Management Methodologies**
Prosci
- **Scrum Master**
ASPE, a division of Fortis College
- **ITIL Foundation Level**
EXIN
- **Certified ROI Professional**
ROI Institute, Inc
- **ISTQB Certified Tester**
ISTQB - International Software Testing Qualifications Board · License: 07-CTFL-01189-