



Victoria Anne Sublette, PhD

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Business Experience

Sibelco Brisbane, QLD

8/2019 to present

Global eLearning Manager (contract)

Design and develop eLearning modules for a global material solutions company in Lectora 18. Collaborate with stakeholders and Subject Matter Experts (SMEs) in Europe and Asia. Apply the core principles of Adult Learning Theory to involve students in the learning process and empower their experience by creating courses that are interactive, engaging and relevant to learners' goals.

- Develop courses using video, animations, voiceovers, and screen recording tools to add interest, relevance and interaction such as: Lectora, Camtasia, Vyond and VoiceBunny.

Learning Studio Banksia Beach, QLD

7/2019 to present

Owner, Learning Studio Consulting Services

Learning & Development consulting services providing clients with interactive learning experiences and “one-stop shop” education services from research and planning to design and development. Have provided courses on technical and software training, security, leadership, finance, new processes and procedures and soft skills. Specialise in eLearning (Articulate Storyline 3, 360, and Lectora 18), Instructional Design, Writing, Training and Research.

Teleflex Medical Australia Mascot, NSW

4/2015 to 8/2019

Instructional Designer eLearning (contract)

Developed eLearning modules for a global provider of medical devices as part of the Teleflex Academy Clinical Education group. Collaborated with nurse educators and product managers to create interactive learning experiences for internal and external customers.

- Designed immersive scenario-based interactive and immersive online courses that provided instruction for product use in critical care and surgery
- Developed learning objectives and tests that demonstrated an understanding of the material presented
- Conducted research on the indications, application, and procedures involved in the use of the company's healthcare and surgical products
- Created SCORM-compliant modules in Articulate Storyline 3.0 and 360
- Assisted members of the clinical education group with writing abstracts and the development of conference materials
- Interpreted and synthesised clinical research for education team members

CALUMO Labs North Sydney NSW

2/2008 to 9/2012

Manager of Learning and Development, CALUMO Solutions

Managed corporate training organisation, the CALUMO Academy. L&D responsibilities included: designing client training packages, writing and producing technical documentation, delivering training communications, and selling training to prospective clients. In addition, as senior member of the software development team reported directly to the Chief Operating Officer (COO), provided expertise in the development and production of diverse corporate projects and written communications.

- Developed, designed and produced training toolkits including: training manuals, instructors' guides, slide sets, and student workbooks for CALUMO Academy training courses
- Developed user guides and technical documentation for company's Business Intelligence software in both print and Wiki (Confluence) formats
- Collaborated with the sales team to develop training solutions for clients
- Produced marketing materials including writing copy, page layout, and design

'yes' Optus North Ryde NSW

2/2007 to 2/2008

Instructional Designer and Trainer (contract)

Developed and delivered training courses for Capital Training department within the Optus HR division. Training courses focused on the sale and support of new technologies and products offered to customers within the Consumer, Small-Medium Business (SMB) and Optus Business (OB) groups. Primary delivery method was face-to-face classroom style to Optus employees and business partners throughout Australia.

- Provided face-to-face training for teams in the following groups: Optus Business, Wholesale, retail, telemarketing, customer care, mobile technical support and premium technical support
- Designed and developed PowerPoint slides, Leader Guides, course handouts, bulletins and workbooks
- Created Captivate simulations for technical team to use in classroom and for reference material
- Initiated training of remote students using WebEx technology
- Training courses received 95% assessment feedback rated very good to excellent
- Provided training to colleagues on using Captivate and WebEx for instructional design

Savv-e eLearning Crows Nest NSW

9/2006 to 12/2006

Instructional Designer (contract)

- Developed high-level designs, instructional design and scripts for eLearning modules for the Defence Department and finance industry. Collaborated with the graphic design and programming team to produce creative, high-end learning products, including an eLearning module, posters and brochures.
- Designed eLearning web site with exercises and interactivity to support National Australia Bank's Leadership Program initiatives
- Provided software testing support

A.S.K. Learning North Sydney NSW

2/2006 to 9/2006

Senior Instructional Designer & Project Manager

Designed interactive Flash-based eLearning modules and managed key accounts such as Qantas, Sony and Westpac. Developed instructional design for customer service, sales methodology, and product knowledge eLearning programs. Managed complete development process, from analysing client needs to final delivery of eLearning and continuing client support.

- Instructional design: developed storyboards, voice scripts for voice-over talent, created content maps, collaborated with Flash development team and illustrators
- Project management: managed budgets, resources, created project plans, developed client relationships with large corporate clients in Australia, Singapore and the USA
- Sales support: assisted sales managers by writing sales proposals, developing project estimates and resource costs
- Supported team members by proofreading, editing and advising on learning strategies

BT (Westpac Banking Corporation) Sydney NSW

11/2005 to 1/2006

Instructional Designer (contract)

- Developed and designed user manuals for new ORCA (Operational Risk and Compliance Application) system developed for the BT/Westpac organisations.
- Collaborated with SMEs, project managers and management to assess training needs
- Developed Visio content maps for the compliance application component of the ORCA system to simplify complex system processes

Agilent Technologies, Inc. Palo Alto CA

11/1999 to 11/2005

Communications and Training Manager (contract)

Designed and implemented communication and training programs for several groups within Agilent Technologies. Majority of consulting projects included: instructional design for eLearning programs, web meeting design and facilitation, employee communications and training.

- Instructional Designer and Project Manager for Legal Department's Sexual Harassment and Assisting the Virtual Trainer eLearning course series
- Facilitator and trainer for global web meetings using Webex and LiveMeeting web meeting technologies
- Instructor for PowerPoint, WebEx, Communication Skills and Excel courses for eLearning and face-to-face classroom courses for Agilent employees worldwide
- Manager for GTT Communications and Training programs: provided training, reporting, planning and interviewing services to executives and upper management
- Advisor and consultant to Agilent Executives on communications projects and initiatives
- Designer, writer, and producer of monthly electronic newsletters for Global Tax and Trade

International Network Services Sunnyvale CA

2/1998 to 7/1999

Communications Designer

Wrote documentation and speeches for executive team, created presentation and layout designs for Corporate Communication's worldwide company projects.

- Drafted Corporate Communication Plan
- Created digital designs for Corporate Communications publications, campaigns and projects
- Introduced AVI technology and special effects into company's PowerPoint presentations for Vice-Presidents, CEO, and Chairman of the Board
- Designed, desktop published and edited Career Development documentation for Human Resources (90 page document)

Support Solutions (Optus) North Sydney NSW

6/1995 to 11/1997

Senior Support Analyst and Trainer (contract)

Developed the New Analyst Training Program. Created all training materials, exams and training schedules.

Responsible for introducing new trainees to the Optus and Support Centre environments and ensuring their ability to fulfil their role as Support Analysts

- Assisted with transition of employees of acquired company. Delivered presentations to over 100 employees instructing them on Optus Communications procedures and practices
- Initiated first Support Group Training Program. Created PowerPoint slides, handouts and training materials and presented them to support groups throughout Sydney and Melbourne
- Wrote, designed and desktop published The Quantum Administrator's Manual for Windows and The Quantum Users Guide for Macintosh users of the Quantum Helpdesk software program
- Created the Support Online Manual, Support Centre Induction Kit and the Train the Trainer Guide for in-house training of Support Analysts

Education

University of Sydney, NSW, Australia

PhD in Behavioural Medicine at Sydney Medical School. Awarded February 2017. Thesis title: *Examining psychosocial factors that influence hepatitis C treatment adherence and completion.*

Master of Applied Science, Health Psychology, awarded 2010.

San José State University, San José, California

Bachelor of Arts degree in Industrial/Organisational Psychology with a minor in Communication Studies. President's Scholar. Graduated Cum Laude May, 2000.

Publications

Sublette, V. A., Smith, S.K., George, J., McCaffery, K., Douglas, M. W. (2016). Listening to both sides: A qualitative comparison between patients with hepatitis C and their healthcare professionals' perceptions of the facilitators and barriers to hepatitis C treatment adherence and completion. *Journal of Health Psychology*, 2016 Feb 8:1359105315626786.

Sublette, V. A., Smith, S.K., George, J., McCaffery, K., Douglas, M. W. (2015). The Hepatitis C treatment experience: patients' perceptions of the facilitators of and barriers to uptake, adherence and completion. *Psychology & Health*. 1-32. doi: 10.1080/08870446.2015.1012195.

Independent review of paper: Pebody, R. (2015). A more personalised approach to hepatitis C treatment may improve adherence and completion rates. Available from: <http://www.aidsmap.adherence-and-completion-rates/page/2944410/> and www.infohep.org

Sublette, V. A., Hopwood, M., George, J., Smith, S.K., Nicholson Perry, K., Douglas, M. W. (2014). Instrumental support to facilitate hepatitis C treatment adherence: Working around shortfalls in shared-care. *Psychology, Health & Medicine*. 20(2), 186-197.

Sublette, V. A., Douglas, M.W., McCaffery, K., George, J., & Nicholson Perry, K. (2013). Psychological, Lifestyle, and Social Predictors of Hepatitis C Treatment Response: A Systematic Review. *Liver International*. 33(6), 894-903.

Sublette V. A. (2013) Active Lifestyle. In: Gellman M and Turner JR (eds) *Encyclopedia of Behavioral Medicine*. USA: Springer, 1156-1158.

Sublette, V. A. & Mullan, B. (2012). Consequences of Play: A Systematic Review of the Effects of Online Gaming. *International Journal of Mental Health and Addiction*, 10(1), 3-23.

Conference and seminar presentations

Sublette V.A., Smith, S.K., George, J., Douglas, M.W. (2014). *Psychosocial factors influencing successful interferon-based Hepatitis C treatment outcomes*. Presented at the 9th Australasian Viral Hepatitis Conference, Alice Springs, Australia, 17-19 September 2014.

Sublette, V. A., Hopwood, M., George, J., Smith, S.K., Nicholson Perry, K., Douglas, M. W. (2013). *Treatment for Hepatitis C: Staying strong and staying on! – Facilitators and barriers to treatment adherence and completion*. Presented at the Centre for Social Research in Health (CSRH) Seminar Series, University of New South Wales, Sydney, Australia.

Sublette, V. A., Hopwood, M., George, J., Smith, S.K., Nicholson Perry, K., Douglas, M. W. (2013). *Treatment for Hepatitis C: Staying strong and staying on! – Facilitators and barriers to treatment adherence and completion*. Presented in the plenary session at the 3rd International Symposium on Hepatitis Care in Substance Users (INHSU), Munich, Germany, 5-6 September 2013.

Conference and seminar presentations (continued)

Sublette, V. A., Hopwood, M., George, J., Smith, S.K., Nicholson Perry, K., Douglas, M. W. (2013). *Treatment for Hepatitis C: Staying strong and staying on! – Facilitators and barriers to treatment adherence and completion.* Westmead Hospital Week, Westmead, Australia (Poster presentation).

Sublette, V. A., Douglas, M.W., McCaffery, K., George, J., & Nicholson Perry, K. *Psychological, Lifestyle, and Social Predictors of Hepatitis C Treatment Response: A Systematic Review.* Presented at the BehMED Behavioural Medicine Lecture Series 2012, Westmead Hospital, Westmead, Australia.

Sublette, V. A., & Mullan, B (2011). *Predicting the Uptake of Hepatitis C Treatment Using the Protection Motivation Theory.* Paper presented at the Australasian Society of Behavioural Health and Medicine (ASBHM) 8th Annual Proceedings, Christchurch, New Zealand.

Sublette, V. A., & Mullan, B (2010) *A systematic review of the effects of online gaming.* The Australasian Society of Behavioural Health and Medicine (ASBHM) 7th Annual Scientific Conference, Brisbane, Australia 10th - 12th February 2010 (Poster presentation).

Scholarships & Grants

University of Sydney Medical School: Postgraduate Research Support Scheme (PRSS) 2014. Scholarship for the purchase of a laptop computer. (\$646.20)

Gilead Australia Fellowship Project Grant 2014-2015. Dr Douglas, M.; **Sublette, V. A.** *Staying Strong and Staying On! – A Psychosocial Screening Tool to Improve Uptake of HCV Treatment.* (\$40,000 AUD).

University of Sydney Medical School: Postgraduate Research Support Scheme (PRSS) 2013. International travel scholarship to present at the 3rd International Symposium on Hepatitis Care in Substance Users (INHSU), Munich, Germany, 5-6 September 2013. (\$1,455.25 AUD).

University of Sydney Postgraduate Award Scholarship 2011-2014. **Sublette, V. A.** *Development of a Screening Tool for Qualifying Hepatitis C Patients for Treatment.* (\$22,860 AUD per year for three years).

Awards

The Australasian Society for HIV Medicine (ASHM) 2014 Junior Researcher Support Award. For travel award to present at the 2014 Australasian Viral Hepatitis Conference, Alice Springs, Australia, 17-19 September 2014. (Total value: \$984.18)

Specialised Training

Certificate IV in Training and Assessment TAA40104, Hornsby TAFE July, 2007