

John Kuan
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Hospice Volunteer. Gilchrist Center. Baltimore, Maryland. (201 to Present)

- Help provide patients and families with compassionate care and support during the end-of-life process.
- Doula-in-training with The International *End of Life* Doula Association (INELDA)
- Ensure protection of confidential information that is stored, handled, or maintained by following Company policies and procedures related to confidentiality and/or HIPAA regulations.

Multimedia Development & Owner. Lightforge. Malaysia (2014 to 2017)

- 'Northern Hemisphere' 360-degree dome projection installation & performance space for Georgetown Art Festival 2016, a major arts event with over 250,000 attendees.
- Collaborated with Epson Malaysia for USD10,000 projector sponsorship.
- Adapted code for audio and motion-reactive mapping software using Touchdesigner.
- Maintained art installation for 30 days with 4 major events hosted at the space.

Technical Training Senior Advisor. Dell Global Support & Deployment, Learning & Development. Dell. Inc. (2011 - 2016)

- Content producer for Dell Management University and Asia-Pacific IT department.
- Instructional multimedia developer (photography, videography, motion graphics) for new products including desktops, laptops (Latitude, Precision, XPS, Vostro), laser printers, and peripherals (monitors & graphics cards), as well as new hire on-board training materials.
- Conducted region-wide training needs analysis, created courseware outlines, scripted LMS content (SDL/Saba Cloud).
- Directed and edited green-screen vLog recordings for Dell Global management team.
- Asia-Pacific lead audio engineer & voice-over artist for all GSD Learning & Development projects.
- Recorded multi-language scripts for localized training content (Japanese / Chinese / French / English).
- Winner of Videographer Awards 2016 (Excellence) for GSD L&D Digital Media and Videographer Awards 2016.

Copywriter, Content Producer, Multimedia Specialist. Mindvalley LLC (Kuala Lumpur). (2007 - 2009)

- Lead copywriter and producer of "Silva Mind Power Center", a product which sold over US\$54,000 within the first 6 hours of launch, with an 18% conversion.
- Lead copywriter and producer for "The Winning Sage" product. Wrote sales copy, edited video on Final Cut Pro, published DVD with American-based drop-shipping company, coordinated product launch. Sold over US\$68,000 worth of products in 6 months.
- Authored auto-responder emails, weekly newsletters, and blog postings that contributed to SEO and organic sales; best month January 2009 with US\$24,000 within 24 hours of newsletter blast, with a 22% conversion rate.
- Managed acquisition and maintenance of mailing list of over 280,000 subscribers with valid ICANN best practices.

Education

School of Communication - State University of New York at Buffalo - Bachelor of Arts, Informatics, 2001 - 2004.

Software Competencies

Adobe Creative Suite CC - Lightroom, Captivate, Photoshop, Illustrator, Dreamweaver, Premiere, AfterEffects, Acrobat, Soundbooth, Encore, On-Location, In-Design, Audition, Media Encoder.

Other - Articulate, Camtasia, Swift3d, Microsoft Office Suite, Quartz Composer, Aperture, Touchdesigner. Final Cut Pro.

Web-based Technologies - Wordpress, Autoresponder Pro, Drupal, MailChimp, Google Analytics, Google Drive, Hugo, Github, Netifly, Slack, Discord, Zoom.