

Farhan Quasem

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At a Glance: I design and implement client-centered solutions that foster knowledge sharing and community building among learners.

E-LEARNING BY THE NUMBERS

ENTREPRENEURIAL PORTFOLIO

Designed



400

Online Classes

Facilitated



500

Sessions

Impacted



250

Students



Founded Lingodojo in 2014 as an e-platform for ESL students to apply English to daily situations



In 2015, I cofounded GridRise, a nonprofit 501(c)(3) based in Boston, dedicated to bringing out the humanity in technology

EDUCATION

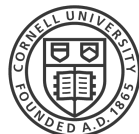


Harvard University | Cambridge, MA

Graduate School of Education

Ed. M. – Technology, Innovation, and Education

August 2014 – May 2015



Cornell University | Ithaca, NY

College of Arts and Sciences | Dean's List

B.A. - Biological Sciences, History

August 2007 – May 2011

EXPERIENCE



CANDESCENT HEALTH®

Product Training & Communication Manager | August 2016 - Present

- Interface directly with executive leadership team to translate company initiatives into achievable goals
- Own the design and delivery of client training in both “train the trainer” and direct-to-user models
- Create, implement, and oversee communications programs to promote organization and its products



Training Manager | June 2015 – July 2016

- Manage a team of 3 content experts in the growth, development, and upkeep of a custom e-learning portal currently housing 50 video modules, 35 interactive tutorials, and 12 web-based walkthroughs
- Design and deploy both customer-facing and internal-only training solutions at a rapidly growing software startup with 200 employees and nearly 2,000 clients nationwide



Senior Customer Support Specialist | October 2013 – August 2014

- Early employee at a fast-growing startup building an innovative patient engagement app for doctors
- Provided Tier 1 & 2 customer support in areas such as system configuration, installation, and usage
- Developed and implemented best practices to streamline documentation processes across the team



Project Manager | March 2012 – October 2013

- Led the deployment of two multi-million dollar healthcare software apps at the University of Michigan and King's Daughters Medical Center through the full product life cycle (validation through go-live)
- Supervised teams of over 20 consultants to drive project goals on-time and under budget
- Directed the on-site training and continuing education of 300 physicians, nurses, and administrators
- Owned curriculum development for surgeons and authored 12 e-learning modules