

# Paul McManus

Senior Knowledge Manager, CKMP

paulmcmanus@outlook.com

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## Summary

Expertise in human performance analysis, training needs assessment, adult learning theory, and instructional design methodologies, client and project management, web development and design, and business communications. Experienced in analyzing client needs, developing learner-centered solutions with performance-centered measurable objectives, selecting delivery methods appropriate for target audiences and developing evaluation metrics.

### Specialties:

- Demonstrated ability to communicate effectively with clients, project management and team members
  - Extensive experience in designing and delivering high priority tasks/deliverables
  - Work effectively on teams, delegating responsibilities where applicable and providing timely written updates on project progress while meeting deadlines for project deliverables
  - Effective contributor to both team and cross-team project strategic planning efforts
  - Extensive multimedia production experience and Adobe Photoshop, Illustrator, InDesign, After Effects, Audition, and Premier software skills
  - Secret clearance
  - Experienced with Enterprise information architecture design and strategy, content management, governance, and role management for Oracle and Microsoft SharePoint portals and open source Confluence Wiki and Moveable Type blog applications.
  - Extensive experience with Adobe Connect for web based, large scale (300+ participants) collaboration meetings
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## Experience

### **Senior Knowledge Manager at Computer Sciences Corporation**

July 2008 - Present (6 years)

Supporting a Navy SPAWAR Enterprise Knowledge Management contract by:

- Developing a Knowledge Management framework and plan based on an organizational assessment of the recommended information, information structures, procedures and supporting rationale to enable senior policymakers to meet their responsibilities,
- Developing model(s) describing relationships between knowledge sources within the business IT organizations which illustrates relationships between knowledge sources; represents important enterprise knowledge, information and data; and helps align the KM strategy with the enterprise business strategy.
- Managing development, coordination, and implementation of knowledge management strategies for larger projects to meet business needs,
- Balancing and blending business issues, organizational/cultural initiatives and technology drivers into

integrated knowledge management solutions across business units.

*1 recommendation available upon request*

### **Training Specialist at BearingPoint Inc.**

August 2006 - April 2007 (9 months)

Co-Developed a comprehensive System Training Plan for use with a custom-built integrated software system for San Diego County. Designed multiple user guides, lesson specifications, and training materials for application functional areas. Developed numerous best practices, change management controls, communication recommendations, and “How To” documents to guide project team members. Developed presentation for application functional area walkthrough. Conducted research and consultation with developers, interface designers, and other internal and County subject matter experts. Position required DOJ and FBI security clearance. Served as Team Lead for seven, as a new hire peer mentor, and as an informal Team mentor to many others on the project.

*1 recommendation available upon request*

### **Consultant at McManus Enterprises**

1990 - 2006 (16 years)

Managed and operated professional multimedia system design and production consulting firm supporting broadcasters, production companies, recording studios and government agencies. Specialist in system design, analysis, and troubleshooting; location recording, production logistics, system training and support.

Consulted regularly with clients to identify technical needs and determine system requirements. Designed appropriate solutions for identified client needs to meet client time frames and budgets. Managed implementation and delivery of system solutions, including hardware, media, documentation, job aids, and user training as warranted. Verified delivered solutions met client needs.

### **College Teaching Internship, RTVC-107 Media Audio at San Diego City College**

September 2004 - December 2004 (4 months)

Created lesson plans, delivered lessons, planned and presented classroom technical and practical audio technology demonstrations, assisted with testing, grading, and classroom administration. Conducted audio production lab tutorials, served as lab instructor/adviser for all required student audio projects.

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## Certifications

### **Security+ SY0-301**

CompTIA January 2014

### **Human Systems Integration (HSI) Certification Program**

University of California, San Diego December 2012

### **Certified Knowledge Management Professional (CKMP)**

Knowledge Management Professional Society (KM Pro) December 2012

### **Certified Knowledge Manager (CKM)**

**Community College Teaching Certificate**

San Diego State University January 2005

**C7 - Low Voltage Systems**

State of California Contractors State License Board License 423390 June 1982

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**Publications**

**Performance Support Tools: Delivering Value When and Where It Is Needed**

Performance Improvement, Vol. 45 No. 2/International Society of Performance Improvement February 2006

Authors: Paul McManus, Allison Rossett

Paul McManus and Allison Rossett describe how select HPT practitioners use performance support tools (PSTs) when implementing a performance improvement strategy. Factors influencing the successful rollout of PSTs are also examined. Because performance support presents a familiar opportunity and challenge to the profession, readers will benefit from the “lessons learned” and recommended implications for integrated PST use provided.

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**Languages**

**Spanish**

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**Skills & Expertise**

**Instructional Design**

**Knowledge Management**

**Strategic Planning**

**Analysis**

**Adult Education**

**Technical Writing**

**Requirements Analysis**

**Certified Knowledge Manager**

**Troubleshooting**

**Educational Technology**

**DoD**

**Security Clearance**

**Systems Engineering**

**Integration**

**Software Documentation**

**Visio**

**SharePoint**

**Enterprise Software**

**Audio Media**

**Project Management**

**E-Learning**  
**Change Management**  
**Testing**  
**Strategy**  
**Program Management**  
**Organizational Development**  
**ADDIE**  
**Captivate**  
**Blended Learning**  
**Instructor-led Training**  
**Management**  
**Content Management**  
**Needs Analysis**

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## Education

### **San Diego State University-California State University**

MA, Educational Technology, 2003 - 2006

Activities and Societies: Phi Kappa Phi

Pi Lambda Theta

### **San Diego State University-California State University**

SDSU Graduate Certification Program: Community College Teaching, 2003 - 2005

### **San Diego State University-California State University**

BA, Radio and Television, 1975 - 1978

### **University of California, San Diego**

Human Systems Integration (HSI) Certification Program, 2012

### **Additional Education**

Management, Organizational Development, Audio/Media Production, Computer Courses, 1980-to present

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## Honors and Awards

Speaker at the "When Vinyl Ruled II" Historical Exhibit for the 111th Convention of the Audio Engineering Society, New York, NY, November 2001.

Creator and Presenter of the "When Vinyl Ruled" Historical Exhibit for the 109th Convention of the Audio Engineering Society, Los Angeles, CA, September 2000.

Eagle Scout Award, Boy Scouts of America.

## Interests

Organizational Development, Performance Improvement, Management, Innovation, Graphic Design, Photography, Music, Cycling, Travel, Hiking, Walking, Writing

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## 2 people have recommended Paul

"Paul is a true professional. He is thoughtful, intelligent, trustworthy, friendly, outgoing, and fun to work with. He has experience in many areas, including audio engineering, instructional design, educational technology, knowledge management, and more, which he is able to bring out as needed to enhance any project. I was particularly impressed when he first came onboard at SPAWAR, he was assigned to a difficult project (the enterprise portal standup), and he was able to quickly jump in and not only soothe ruffled feathers but get the ball rolling and effect meaningful changes almost immediately. I would recommend him as an asset to any organization."

— **Lorie Fleming**, *Technical Trainer, Sr. Professional, Computer Sciences Corporation*, worked directly with Paul at Computer Sciences Corporation

"Paul is a consummate professional who always keeps the best interests of the customer in mind. His writing and presentation skills are outstanding, and his delivery is polished and authoritative. He is a very fun and interesting person to work with. Everything about working with Paul was a delight. I only wish that we had worked together longer."

— **Cris Jolliff**, *Consultant, Senior Technical Trainer, BearingPoint*, worked directly with Paul at BearingPoint Inc.

[Contact Paul on LinkedIn](#)