

JESSICA CLAIRESUMMARY

Senior Instructional Designer with 20+ years of experience in training, instructional design, and customer service management. Deeply knowledgeable in adult learning principles, including ADDIE, and adept at developing training courses that meet government accessibility needs. Skilled in using technologies such as Chat GPT-4, 3D Printing, AI, Virtual, and Augmented Reality to create engaging learning experiences. Expertise in classroom, videoconference, and one-on-one training settings. Passionate about working with people and helping them achieve their full potential.

SKILLS

- Ability to lead teams on concurrent projects, ensuring timely deliverables
- Communicate effectively with diverse audiences
- Expert in Zoom, Teams, Webex, GoToMeeting, Adobe Connect
- Develop 508-compliant, accessible trainings
- Apply ADDIE, SAM and Design Thinking in training creation

- Work with SMEs and Stakeholders to ensure their training needs are met
- Innovate with audio/video e-learning modules such as Articulate 360, Captivate, Camtasia and Audacity
- Experience in designing engaging, interactive, and immersive learning experiences using new technologies
- Passionate about teaching new technology to others

EXPERIENCE

Sr Instructional Designer, 06/2022 - Current

Charles Schwab Corporation – Frisco, TX

As Senior Instructional Designer at BGE, I collaborate with Transmission and Substation Subject Matter Experts to create and revise training materials and courses for widespread implementation and field user training. Drawing upon my expertise in ADDIE, SAM, and Design Thinking methodologies, I am able to craft compelling and interactive learning experiences that captivate and engage learners.

- Collaborate effectively as a member of an integrated team, leveraging diverse perspectives to drive innovation and success
- Utilize deep understanding of industry best practices to enhance existing training methods and create effective learning solutions
- Incorporate cutting-edge technologies such as VR, Chat GPT-4, 3D Printing and AI to develop engaging and immersive training courses
- Design and develop learning solutions, including videos, job aids, handouts, PowerPoint presentations, and computer-based training (CBT) modules
- Conduct comprehensive trainee evaluations using a range of tools and methodologies, such as surveys, knowledge checks, qualification guides, and virtual reality and simulator environments
- Leverage evaluation feedback to continually improve training programs, ensuring that they are up-to-date and aligned with organizational goals and objectives

Training Specialist Manager, 12/2005 - 02/2022

Westat – City, STATE

In my role as Training Specialist Manager, I successfully led the Clinical Practice Area in providing comprehensive corporate training to managers, employees, and government agencies. With a focus on delivering exceptional training experiences, I oversaw the development of customized training programs that addressed the unique needs of our Westat projects and government clients.

- Managed a team of 6 trainers, providing support for over 1,000 employees and government clients
- Designed and developed engaging training and marketing materials for all programs using video, e-learning applications such as Captivate, Articulate 360, Camtasia, Audacity, and the Adobe suite of products
- Worked with LMS administrators to ensure learning content was updated and properly installed
- Conducted needs assessments to identify training gaps for customers
- Delivered effective training in various settings, including virtual classroom, face-to-face, and web-based formats
- Designed and developed training programs and materials, including guides, videos, presentations, and e-learning content
- Administered training content to SCORM compliant protocols and various LMS platforms, including NIH, Cancer Research, and the Division of AIDS government portals
- Incorporated innovative training technology, such as text-to-speech, avatars, transcription, and gaming, to enhance learning experiences
- Saved Westat over \$100K by creating an online course for the Department of Health and Human Services, which had previously required live training and classroom participation for 500 people annually, by utilizing new training technology.

Webinar Facilitator, 12/2017 - 12/2020

Intellor Group (Part Time) – City, STATE

As the Virtual Platform Facilitator, I was responsible for the facilitation of all online meetings using multiple platforms for large scale client meetings ensuring that the meeting’s ran smoothly. I interacted with the presenters and attendees and troubleshooted and resolved any technical issues that may have arisen from the meeting. Some of my responsibilities were:

- Pre-called review of roles & responsibilities with presenter
- Pre-conference logistics review
- Host/presenter setup support
- Monitored event technology
- Provided chat support to speakers and participants in real-time
- Moderated conference, including Q&A
- Managed participant audio
- Coordinated conference materials and polls
- Increased collaboration and innovation

Training Manager, 12/1990 - 12/2005

Lockheed Martin / IBM – City, STATE

As a training manager, I successfully managed and provided training for the financial and accounting departments, enabling them to maximize their use of Microsoft Office and Windows applications.

- Provided training and technical support for the IBM mainframe computers

EDUCATION AND TRAINING

Bachelor of Science: Accounting, 12/1982

Cheyney University —Cheyney - Cheyney, PA

06/2016

Westat Project Management (PMP) Certificate