# INSTRUCTIONAL DESIGNER

## Summary

Dependable and resourceful Instructor/Trainer, Technical Writer and Instructional Designer who designs documentation, training programs or curriculums, including classroom lectures, online courses, and self-study sessions, directed at students, employees, organization members, or those who use the organization's products or services.

## Accomplishments

- State of TN Teacher License 474: Business Education
- Software Expertise: Adobe Acrobat Prof. 9, Adobe Captivate 5, 5.5, 7, 8, Adobe Contribute 4, Adobe Dreamweaver, Adobe InDesign, Adobe PhotoShop, Articulate Studio 9/Storyline, Fireworks Â Basics, Flash Â Basics, LMS: Blackboard, SumTotal, Moodle Microsoft Access Â '03, '07, Microsoft Excel Â '03, '07, '10, Microsoft Outlook Â '03, '07, Microsoft PowerPoint Â '03, '07, '10, Microsoft Publisher Â '03, '07, Microsoft Word Â '03, '07, '10, SnagIt.

## Education

University of Memphis 2016 Doctor of Education : Instruction and Curriculum Leadership Instructional Design and Technology City , State GPA: 1st Generation PhD Fellowship Academic Achievement Award Instruction and Curriculum Leadership Instructional Design and Technology 1st Generation PhD Fellowship Academic Achievement Award

University of Phoenix 2005 Master of Arts : Adult Education and Distance Learning City , State GPA: GPA: 3.91 Adult Education and Distance Learning GPA: 3.91

University of Memphis 2003 Bachelor of Science : Business Administration Management City , State GPA: Minority Merit Scholar Business Administration Management Minority Merit Scholar

## Experience

Company Name May 2015 to September 2015 Instructional Designer
City , State

- Responsible for designing and developing course modules for the university by working with instructors and internal subject matter experts.

Company Name January 2015 to March 2015 Instructional Designer and Technical Writer
City , State

- Responsible for designing and developing instructor-led training for the Nike warehouse distribution center in Memphis, Tennessee.
- Wrote processes and procedures for warehouse roles and functions.

Company Name December 2014 to Current Tutor
City , State

- Club Z Tutoring Cordova, Tennessee Tutor students grades K-12 on Reading, Math, State Standardized Tests, and ACT Test Preparation.
- Offers assistance with developing study strategies.
- Works with the student and their parent to develop a tutoring plan to fit their individual needs.
- Prepare tutoring sessions to ensure the student's academic development.
- Assess the student's progress through the tutoring sessions.

Company Name September 2013 to April 2014 Instructional Designer
City , State

- Responsible for designing and developing 6 online modules for the Introduction to Distance Education course for the TAACCCT grant.
- International Paper Memphis, Tennessee.

Company Name June 2013 to November 2014 Technical Training Manager Performance Improvement Manager
City , State

- Worked collaboratively with business partners and other clinical staff to design and develop appropriate, high quality training interventions and user based documentation to meet business and organizational needs.
- Managed 2 Instructional Designers and 5 Technicals Writers via interoffice and virtually.
- Conducted counseling, coaching, and facilitates one-on-one coaching sessions.
- Facilitated training classes and conducts train-the-trainer workshops.
- Supervised group of instructional designers and technical writers.
- Assisted with operations interviewing and selection process.
- Utilized Information Mapping principles and techniques to create Job Aids, Training Manuals, Standard Operating Procedures, and other reference tools.
- Developed and created policies and procedures, job aids, training materials, user documentation and website alerts using Information Mapping standards of writing.
- Participated in Kaizen events for improving company processes and procedures.

Company Name August 2012 to October 2012 Remote Instructional Designer
City , State

- Responsible for designing and developing online math courses for the Ferndale School District for high school students using the Moodle

LMS.

Company Name October 2011 to April 2012 Remote Instructional Designer and Technical Writer
City , State

- Responsible for the development of at least 34 courses which each included a study guide, an eLearning practice, and an eLearning assessment for the Paragon software.
- Utilized Information Mapping principles and techniques to create Job Aids, Training Manuals, Standard Operating Procedures, and other reference tools.

Company Name August 2011 to December 2011 Remote Instructional Designer and Project Manager
City , State

- Responsible for the design and development of a course that provided the residents of UTHSC web-based instruction on how to prevent medical errors when writing prescriptions.
- Responsible for creating and managing the needs analysis, project plan, and implementation plan for the project.

Company Name April 2009 to June 2013 Training Consultant Instructional Designer and Technical Writer
City , State

- Worked collaboratively with business partners and other clinical staff to design and develop appropriate, high quality training interventions and user based documentation to meet business and organizational needs.
- Designed and developed comprehensive instructor-led, e-learning, self-paced, and blended training classes for operations staff to ensure the established goals and objectives are met.
- Developed all aspects of training curriculum including courseware, participant guides, facilitator guides, assessments, learning activities, etc.
- Supervised new hires during classroom facilitation.
- Facilitated training classes and conducts train-the-trainer workshops.
- Maintained the knowledge management system by providing on-demand publishing and disseminating urgent "Alerts" and other communications throughout the organization.
- Researched and recommended solutions, resources, and methods to effectively meet training and development needs by identifying and eliminating training gaps.
- Used Sum Total Learning Management System to publish and disseminate training, track compliance and report progress.
- Utilized Information Mapping principles and techniques to create Job Aids, Training Manuals, Standard Operating Procedures, and other reference tools.
- Developed and created policies and procedures, job aids, training materials, user documentation and website alerts using Information Mapping standards of writing.

Company Name August 2006 to December 2010 General Education Professor
City , State

- Provided guidance, encouragement, and direction necessary to allow students to achieve established course objectives.
- Worked within the structure of the syllabus, and acted as an effective classroom manager and advocate participate in the learning process.
- Participated in school retention initiatives by providing regular, accurate, and timely feedback to students, and the school concerning academics, behavior, attendance, etc.
- Monitored and managed online classroom learning environment using ALEKS for Algebra classes.
- Maintained course curriculum and taught material approved from curriculum and developed daily lesson plans to include instructional aids.
- Maintained expertise in subject area and recommended improvements in curriculum design.
- Motivated students to actively.

Skills

academic, Adobe, backup, coaching, conferences, counseling, course development, Crystal Reports, curriculum design, Curriculum Development, Customer Service, Customer Service, data entry, designing, direction, documentation, Information Mapping, instruction, instructor, instructional design, knowledge management, team leader, lesson plans, managing, materials, Math, meetings, mentoring, MS Word, Works, multimedia, needs analysis, Order Entry, organizational, policies, writing prescriptions, processes, progress, Project Management, quality, quick, Reading, sales, Supply Chain, task analysis, teacher, Technical Writing, user documentation, phone, trainer, training materials, Training Manuals, training programs, Tutoring, website, workshops