

ABOUT ME

A self-motivated, enthusiastic professional with a passion for delivering quality learning that engages the learner and facilitates realistic application.

CONTACT

Phone: 0423545864

Email: Matilda.morton@bigpond.com

LinkedIn: [matilda-morton-949341121](https://www.linkedin.com/in/matilda-morton-949341121)

Location: Gold Coast

TECHNICAL SKILLS

Microsoft office

SharePoint

Articulate 360

Photoshop

Illustrator

InDesign

Premiere Pro

After Effects (beginner)

System Administration

MATILDA MORTON

Page 1 of 2

LEARNING AND DEVELOPMENT

EXPERIENCE

LEARNING AND DEVELOPMENT BUSINESS PARTNER

Deaf Services – September 2020 – Current

- Developed corporate orientation and onboarding program in both English and Auslan for office staff, frontline staff and managers.
- Co-ordinated departmental training needs such as Medication assistance, First Aid, De-escalating aggressive behaviors in line with departmental training needs analysis.
- Project managed a team of four to implement SharePoint onboarding workflows to support the People and Culture department.
- Managed corporate learning management system Go1 in addition to assisting Education department with LMS Moodle designs.

E-LEARNING DESIGNER

Bravehearts – January 2019 – August 2020

- Implemented learning development processes and quality control to ensure delivery of customer expectations, increase quality above industry standard and maintaining timelines.
- Implementation of RTO training courses with third party RTO as a new offering for the organisation, including system analysis, support, administration and content development.
- Restructured two Learning Management Systems while simultaneously re-engaging our third party supplier to improve system capabilities, streamline processes and reduce technical support.
- Developed a wide range of learning materials for face to face, online and blended learning, including interactive online learning, facilitator guides, promotional and instructional video and lesson plans.
- Managed a portfolio of client relations to deliver outcomes of contracted work.

DOCUMENTS AND E-LEARNING CO-ORDINATOR

Retail Food Group – September 2016 – January 2019

- Administered a Learning Management System for six franchise brands including admissions, content entry, design and global technical support.
- Designed and developed learning materials including facilitator guides, presentations, learning modules, marking guides and support tools for domestic and international customers.
- Increased user engagement and support through including ticketing systems, social media and user interface improvements.

LEARNING DESIGNER

EXPERIENCE

HELP DESK SUPPORT

Aizers (Internship) – May 2016 – September 2016

- Resolved customer complaints and ensured all client's issues were promptly addressed in a friendly and professional manner.
- Answered support calls, emails and helpdesk tickets while maintaining a professional demeanor and phone etiquette.
- Created user guides and company workflow process documentation.
- Explained technical concepts in a clear and readily understandable manner.

RETAIL MANAGEMENT AND STORE ASSISTANT

Several establishments – 2009 – 2016

FORMAL EDUCATION

CERT III INFORMATION, DIGITAL MEDIA & TECHNOLOGY

North Coast Tafe – 2016

CERT II AUSLAN

Access Training and Education – 2021

PROFESSIONAL MAINTENANCE

ARTICULATE ROADSHOW

2019

SEVERAL LINKEDIN LEARNING COURSES

- Elearning Essentials: Instructional Design
- Instructional Design: Adult Learners
- InDesign 2020 Essential Training
- Understanding Information Architecture
- Articulate 360: Interactive learning
- Elearning Tips
- Introduction to Graphic Design
- Drawing Vector Graphics