A Senior Instructional Designer and Technical Training Manager with over 15 years of technical training, content development, and project management experience in law, medical, military, and higher educational services.

* Dynamic leader, strategic thinker and decision-maker that is self-motivated, skilled in balancing long-term goals and daily deliverables, and knows how to manage a project from conception to completion.
* Highly Creative, detail oriented, and extremely analytical. Talented in documenting technology and workflow in varied contexts for varied audiences.
* Knowledgeable in all aspects of Adult Learning Theory including the design and development of classroom materials. Extremely adept at developing and executing training curricula, identifying objectives, developing instructional materials and evaluation tools.
* Extremely adept in assessing quality, performance, and effectiveness. Very astute in analyzing business needs, scoping technology objectives, and developing and implementing training initiatives.
* Outstanding liaison between diverse project stakeholders.
* Experienced with all phases of software releases and system implementations.

Technical Expertise:  
Learning Management Systems: Desire2Learn, Canvas, Blackboard, Moodle, Angel, Intradiem, Brainshark, Cornerstone, and Sumtotal;

Authoring Tools: Adobe Presenter 8 &9, Articulate Studio 09’(Engage, Presenter, QuizMaker and Video Encoder), Articulate Storyline 1&2, Camtasia, Lectora, Adobe Captivate CS 4.0, 5.5 and 6.0, 7 and 8;

Design Tools: Adobe InDesign CS6, Adobe Photoshop CS6, Adobe Design Suite 7, Jing, SnagIt, Audiology, iMovie, TechSmith;.

Webpage Design Tools: Adobe Dreamweaver, HTML, Robohelp 9 , CCS, and SharePoint;

Professional Office Tools: Adobe Acrobat Professional, Microsoft Word 2010, PowerPoint 2010, and Excel 2010, Microsoft Project, Microsoft Visio, Word Press, Macros, FS Pro, and an expert on both PC and Mac systems;

Various Document Database Tools: Alineo, Aerial, Manager (CME), Genesys CCPulse CHATS/CHATS CTI Configuration, Interactive Insight/Info view, Access, **the ICD10 health care platform**.****  &Legal Ease.

**Other:**  Switchvox and Asterisk telephony systems.

**Education:**

*Masters of Science in Education Curriculum and Instruction,* Learning Systems Design and Technology, Southern Illinois University, Dec 2012, GPA.3.75.

*Double Bachelor of Science in Psychology and Fine Arts Studio Art*, University of Maryland University College, Dec 2001.

Currently working on PhD in Education and Project Management Certification (PMP)

**Experience:**

**Senior Instructional Designer**

State Farm/Ranstad July 2015-Dec 2015

Columbia, South Carolina

I am a Senior Instructional Designer for State Farm.

* Design, develop and implement educational products and courses that emphasize adult learning concepts, active learning practices, and objectives-based instructional strategies that meet specific business needs.
* Deliverables include ILT, e-learning and synchronous formats (blended solutions) utilizing Captivate 7 and Presenter 9.
* Track and analyze training programs by examining learner’s satisfaction levels, proficiency testing, and other performance measures.
* Conducts front-end analysis to identify instructional goals, performance gaps, and work with Subject Matter Experts (SMEs) to conduct needs assessments and identify training needs.
* Utilize the ADDIE model on projects to write performance objectives, assessment instruments and instructional strategies; creates design documentation, storyboards, and ILT courses.
* Work with management and SMEs to ensure course materials are current and relevant to training needs.
* Partners with clients to identify learning needs and high-level educational strategies.
* Develop instructional materials and revise instructional materials; overall quality control, development of assessment instruments, synchronous and asynchronous courseware, i.e. web-based training, instructor-led training, virtual instructor-led training, mobile training, visuals, case studies, and engaging and interactive activities.

**Senior Instructional Designer and Training Manager**

**Digium, Asterisk**  March 2014 - Feb 2016

Remote (Columbia SC)

I am the Senior Instructional Designer and Training Manager for the Digium/Asterisk IP PBX Switchvox department out of San Diego California. Switchvox is an award-winning IP PBX that delivers powerful Unified Communications tools, mobility applications, and robust calling features. As the BCS Technical Training Manager I am responsible for managing and growing Digium's Switchvox training program. I design and educate technically skilled individuals on Switchvox and Switchvox related products and solutions.

* Establish financial projections for strategic plans and forecast present and future years including managing scope, schedule, and cost.
* Provide metrics regarding resource capacity and monitor usage on a weekly, monthly and yearly basis in order to improve development. Provide the Technical Support Director with valid metrics into resource planning in order to improve project planning and delivery.
* **Accountable for logistics, organizing training preparation, scheduling, employee travel, resource materials, including materials procured from outside vendors.**
* Align services, establish standards, research and incorporate innovative technologies and methods, and review processes.
* **Interpret and analyze data and trends to provide complex decision making support for managers and executives**
* **Manage training and development needs through regular consultation with various leaderships, executives, and teams while** maintaining the entire training curriculum and suite of on-line product demos,
* Develop staff competency skills in operational support of critical production systems.
* **Publish, troubleshoot, and evaluate eLearning content as administrator in Brainshark LMS.**
* **Develop and implement methodologies to measure training program effectiveness through testing and analysis of operational results.**
* **Create course content, delivery and administration workflow process as it relates to projects.**
* **Design and develop Quality Assurance processes for training content and work with operational training management to evaluate training impact.**
* Present recommendations regarding course design, technology, and instructional delivery options.
* Work closely with Subject Matter Experts to determine learning/course objectives.
* Design and develop learning solutions that have positive impact on strategic goals and metrics.
* Design and script self-paced training courses through the creation of Design Plans and Storyboards and the use of Adobe Presenter, Articulate Studio '09, Camtasia and Captivate 8.
* Design, develop and implement approved storyboards to self-paced online training programs, including screen captures, graphics compression, audio editing, file management and programming, using Adobe Presenter, Articulate Studio '09, Camtasia and Captivate 8.

[**Senior Instructional Designer**](http://www.linkedin.com/search?search=&title=Senior+Instructional+Designer&sortCriteria=R&keepFacets=true&currentTitle=C)

**Anthem WellPoint** November 2014 - January 2015

REMOTE, San Diego, Ca.

I was the lead Senior Instructional Designer and key contributor for WellPoint Anthem developing and designing ongoing training programs for the American Health Care Act. Current projects include f**acilitating WellPoint Anthem (call centers) new technologies training deployment,** developing insurance training materials, new hire training materials, job aids, and standard operating procedures for the West Coast Operations American Health Care Act Stand Alone Pricing Associate training material. Read and Interpret state American Health Care contracts to design effective training materials.

* **Suggested appropriate web-based training solutions using ADDIE model to determine state requirements, and audience needs for the ICD10 health care platform and for the Medicare Medicaid information system (MMIS).**
* **Collaborated with subject matter experts (SMEs) to collect content for training solutions and obtain approval of completed solution the ICD10 health care platform.**
* **Designs programs that meet the needs identified during the analysis process; uses established instructional design methodologies using Macros and FS Pro.**
* Specified, designed and scripted digital learning solutions for WellPoint Anthem’s accredited eLearning services.
* **Designed training for WellPoint Anthem Clinical technicians and workflow firm wide, on-site, and via distance learning tools for existing staff and business leaders.**
* **Utilized strategic project planning, while working with WellPoint Anthem Business partners, to evaluate AHCA training courses and develop appropriate training solutions i.e. job aids and refresher training.**

[**Senior Instructional Designer**](http://www.linkedin.com/search?search=&title=Senior+Instructional+Designer&sortCriteria=R&keepFacets=true&currentTitle=C) **and Project Manager**

**Blue Cross Blue Shield of New Mexico/Innovative Systems** November 2013-April 2014

Albuquerque, New Mexico

I was the lead Senior Instructional Designer and key contributor for Health Care Service Corporation (HCSC) Blue Cross Blue Shield (BCBS) of New Mexico developing and designing ongoing training programs and projects.

* **Suggested appropriate web-based training solutions using ADDIE model to determine state requirements and audience needs.**
* **Collaborated with subject matter experts (SMEs) to collect content for training solutions and obtain approval of completed solution.**
* **Designed programs that meet the needs identified during the analysis process; uses established instructional design methodologies using Camtasia and Captivate 6.**
* **Designed and delivered training for Care Coordinators (Blue Cross Clinical technicians) and workflow firm-wide on-site and via distance learning tools for new hires and existing staff and business leaders.**
* **Utilized strategic project planning, while working with BCBS Business partners, to evaluate Centennial training courses and develop appropriate training solutions i.e. job aids and refresher training.**
* **Developed a complete learning experience for participants, partnering with BCBS stakeholders to ensure program effectiveness toward desired learning objectives.**
* **Edited training materials and courses to improve the facilitation of the BCBS NM training team. Coordinates with internal resources as appropriate. Implements programs using varied programs such as** Adobe Presenter, Articulate Studio '09, Camtasia and Captivate 8**.**
* **Conducted instructor-led training evaluations at customer facilities with end-users and managers. Provided customized training as needed based on target audience analysis for over 400 new hires.**
* **Worked with the New Mexico State officials to create an effective training SOP for the Medicaid/Centennial Program.**
* **Developed and employed Lectora and Adobe Captivate based course templates, applying enterprise learning development standards on the Medicare Medicaid information system (MMIS**) for both business and operational sides of the house.
* **Packaged and configured learning activities (Web-Based, Instructor-Led, Virtual, Curriculum, etc.) for use in the SumTotal Learning Management System.**

**[Senior Instructional Designer](http://www.linkedin.com/search?search=&title=Senior+Instructional+Designer&sortCriteria=R&keepFacets=true&currentTitle=C" \o "Find users with this title) /Project Lead**

**Kaiser Permanente and** [**Artech Global, LLC**](http://www.linkedin.com/search?search=&currentCompany=C&company=Artech+Global%2C+LLC&sortCriteria=R&keepFacets=true)**,**  April 2013 – November 2013

Corona California

**I was a Senior Instructional Designer and assistant project manager working for Artech Global and Kaiser Permanente. I did the following: Facilitating Kaiser Colorado (call centers) new technologies training deployment. Reported to Contact Center Strategy Sr. Training Manager. Provided performance feedback to Senior Management, management of accomplishments, plans, and activities.**

* **Was responsible for logistics, organizing training preparation, scheduling, employee travel, and resource materials, including materials procured from outside vendors.**
* Aligned services, established standards, researched and incorporated innovative technologies and methods, and reviewed processes for Medicare and Medicaid (MMIS).
* **Traveled and met with the regional training teams and business partners to communicate national and local needs and objectives through new technologies training deployment. Vendors: Genesys, Aspect, Intradiem, NICE, and Cisco.**
* **Work as training lead with the program manager to create training material and assist/perform training conduct/delivery for over 1000+ employees on the Medicare Medicaid information system.**
* **Managed a team of 5 instructional designers on the training development of MMIS, Chats CTI and CC Pulse training deliverables.**
* **Conducted training development, developed course content, utilized strategic project planning to delivery activities associated with the implementation of new enterprise software solutions used by Client Member Services and clinical call centers.**
* **Developed and delivered training to e-Learning specialists on Articulate Studio 09 and Storyline.**
* **Conducted research analysis to determine training content. Read software design documentation and interview SMEs.**
* **Oversaw software application end-user training material development, including facilitator guides, participant guides, and audio/visual aids using established templates and styles for training on MMIS, Chats CTI, Genesys CCPulse and ICD10.**
* **Conducted over 92 instructor-led training evaluations utilizing Kirkpatrick's levels of evaluation, at customer facilities with end-users and managers.**
* **Developed training material using the ADDIE model. Travel and participate in working meetings, in person, audio, and webinar to collect source information, provide status, and collaborate on problem solutions.**
* **Was in charge of training Go Live Preparation and Validation for Kaiser's Colorado and Maryland sites.**

**Senior** [**Instructional Designer/ CEO**](http://www.linkedin.com/search?search=&title=Instructional+Designer%2F+CEO&sortCriteria=R&keepFacets=true&currentTitle=C)

[****One 2 One I Design****](http://www.linkedin.com/search?search=&currentCompany=C&company=One2OneIDesign&sortCriteria=R&keepFacets=true) **2011 – Present**

**San Diego, California.**

**I am an instructional designer and CEO of One 2 One I Design.**

* **Accountable for logistics, organizing training preparation, scheduling, employee travel, resource materials, including materials procured from outside vendors.**
* Align services, establish standards, research and incorporate innovative technologies and methods, and review processes.
* **Analyze/Design/Develop/implement/Evaluate instructional materials utilizing Camtasia, Articulate Storyline 2, and Captivate 8.0 for various independent contracts.**
* Designed and developed learning solutions performance objectives and maintain all instructor lead training modules that have positive impact on strategic goals and metrics.
* Design and script self-paced training courses through the creation of Design Plans, Storyboards and the use of authoring tools such as: Adobe Presenter, Articulate Studio '09, Camtasia and Captivate 8.
* **Developed and implemented methodologies to measure training program effectiveness through testing and analysis of operational results.**

### [****Instructional Designer****](http://www.linkedin.com/search?search=&title=Learning+Specialist%2FInstructor%2FInstructional+Designer&sortCriteria=R&keepFacets=true&currentTitle=C)****/Learning Specialist****

### ****Southern Illinois University** January 2011 – January 2013 (2 years 1 month)**

### **Carbondale, Illinois**

**I was an instructional designer for the Curriculum and Instruction Department Reading program. Used a blended learning approach by incorporating both in classroom assignments and online learning tools. The online learning tools were developed using Camtasia, Articulate and Captivate 5.5.**

* **Transferred Introduction to College Reading course from the learning management system, Blackboard to the learning management system Desire2Learn.**
* **Developed curriculum for Introduction to College Reading and Strategic learning lab**
* **Planned the development and/or acquire technical and process training content to support synchronous and asynchronous learning initiatives which solve training specific issues either one on one or with teams.**
* **Develop and implement methodologies to measure training program effectiveness through testing and analysis of operational results**
* Used Adobe Presenter 8, Articulate Studio '07, Camtasia and Captivate 6 to create instructional, learning or performance objectives and course content that facilitate learning while meeting strategic goals and metrics.
* **Collaborate with professors to ensure content accuracy and relevance, and use a team approach with University faculty to accomplish instructional objectives.**
* **Develop, design and implement instructional materials utilizing Camtasia, Articulate Quizmaker, and Captivate 5.5**