Summary

Instructional Designer, Trainer, Data Analyst, and Leader with more than 8 years of experience creating user-centered learning experiences that drive measurable behavior change within corporate and highly-regulated environments. I learn quickly and jump into whatever needs to be done. I'm logical yet creative, so I can see where a process or workflow is failing and find solutions quickly. Continually developing my own skills so that I can support individuals and organizations by increasing success and satisfaction. Last year, I took a school from 80+ audit findings to 99% compliance, while earning 2 extra certifications in learning methodologies.

Core Competencies

- Curriculum Development
- LMS Administration
- Microlearning
- Needs Analysis
- Define Learning Objectives
- Storyboarding
- A/B Testing
- Technical Writing
- Compliance
- SME Engagement
- Stakeholder Alignment
- Customer Success Team Collaboration
- AI Prompting
- Clear Communication
- ADDIE & SAM
- Kirkpatrick Model
- Bloom's Taxonomy

- Articulate Storyline & Rise
- SQL & Python
- Camtasia
- Audiate
- Synthesia
- SCORM/xAPI
- GitHub
- Adobe Creative Suite
- Canva
- Visual Studio Code
- HTML/CSS
- Job Aids
- Regulatory Standards
- RLHF for LLMs
- 508/WCAG Accessibility
- Excel, Word & Power Point
- Agile Project Management

Professional Experience

Freelance Consultant   06/2025 - Current
- Provide Reinforcement Learning from Human Feedback (RLHF) on AI-generated outputs to fine-tune Large Language Models (LLMs) for multiple AI companies, improving response quality and model alignment; contributed to projects that increased client ROI by up to 40%.
- Managed a complete iterative instructional design cycle to build 2 eLearning courses, 1 Instructor Led Training (slides, facilitator guide, learner guide), and 2 video microlearning courses in 6 weeks.
- Developed and portfolio website in 2 weeks using HTML and CSS to showcase instructional design projects, graphic design samples, and web development skills.

Special Programs Coordinator, Instructional Facilitator   08/2019 - 06/2025
Various Public Schools   DFW, TX
- Designed, implemented, and increased accessibility for eLearning in LMS and instructor led training, improving company-wide adoption from 2% to 95%.

- Partnered with leadership to digitize paper-based program management systems, reducing timelines for data entry & analysis from hours to minutes and decreasing external audit findings by 99%.
- Created training materials, facilitator guides, and technical documentation for training staff on new systems

Senior Change Management Administrator   01/2012 - 06/2019
Terremark/Verizon (acquired by IBM) - Managed Hosting & Cloud Services   Colleyville, TX
- Designed and delivered technical training curriculum for 15+ international teams, increasing knowledge retention process efficiency as evidenced by 15% increase in ITIL and federal government compliance rates.
- Partnered with SMEs to build eLearning content, job aids, and process documentation, reducing Agile project timelines by an average of 2-6 weeks.
- Enhanced technical documentation standards using docs-as-code methodologies, that made updating information simpler and migrating to new systems faster, which supported scalability and consistency in content sharing.
-

Cartographer   10/2005 - 12/2011
Geomap Company - Subsurface Mapping of Oil & Gas Locations   Plano, TX
- Developed training and documentation for GIS tools, increasing team efficiency by decreasing time to look up documentation by 75% (from one hour to 15 minutes).
- Trained staff on workflow improvements, reducing project turnaround times by 20% (from one week to four days).

Certifications
- Instructional Design Certificate from Teacher Transition
- Educator - PK-12, Special Education, English Language Learners, Reading Intervention, Dyslexia, Social Emotional Learning, Trauma-Informed Learning
- GSAT Clearance (Previously Held)

Education
Bachelor's of Arts**:** Public Relations & Marketing
Ashford University