C. JARED MORTENSON

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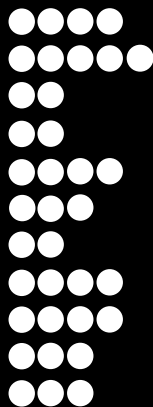
LinkedIn
linkedin.com/in/jaredmortenson

Twitter
@cjaredm

Skills

- Windows/OS/iOS
- MS Office
- JavaScript
- HTML/CSS
- Final Cut Pro X
- Captivate
- Storyline 2
- Axure RP
- ILT
- LMS
- Portuguese

Interests & Service

- Service Volunteer & English Teacher in Brazil (2 yrs)
- Rape Recovery Hotline Advocate
- Eagle Scout
- Coding in Google App Script
- Creating Family Films in FCP X
- Creating Tech solutions for friends and family
- Raspberry Pi & Arduino

SUMMARY

Instructional Designer with 5 years of experience. Projects include an online MBA program, ILT and assessments for pest control technicians, and Apple internal reporting analytics. I am a self-taught programmer in HTML, CSS, JavaScript, NodeJS, and Google App Script. I enjoy learning, being challenged, and problem solving. I endeavor to create enjoyable learning experiences for others.

PROFESSIONAL EXPERIENCE

Instructional Designer - Contracted
01/2017 – PRESENT
ViaWest
Remotely led team of SMEs to produce relevant content for a Storage 101 course for new hires. Designed lesson plan and interactive online CBTs with Storyline 2. Challenges were to combine newly purchased companies into ViaWest culture and methodologies while maintaining current customers' expectations and practices with newly purchased companies.

Senior Troubleshooter
06/2014 – 05/2017
Apple Inc.
Remotely provided highest level of iOS, OS, WatchOS and Apple ID troubleshooting for customers over the phone and chat. Directed special team to collaborate new solutions that I translated into procedures that reduced mistakes and increased efficiency. Designated SME for mastering team tools and was consulted for training materials on specific team subjects. Designed and developed reports that highlighted causes of customer dissatisfaction and increased customer satisfaction to goal of 90% or better with all teams that I trained.

Instructional Designer - Contracted
01/2015 – 12/2015
Matrix Learning Solutions
Remotely analyzed, designed and developed ILT and online training modules for pest control technicians. Primarily designed objectives, assessments, classroom activities and job aids.

Instructional Developer - Contracted
05/2015 – 12/2015
Springboard Content and Publishing
Developed online courses from storyboards created by SMEs for Griffith University's (AU) MBA program, by managing material upload and creation in Blackboard's Learning Management System (LMS).

UX Evaluator
08/2013 – 04/2014
Above Training Inc.
Conducted on-site evaluations of user experience and product performance to fill in design gaps for food handler permits. Resolved major drop in customer usage in Maricopa County, AZ, by finding an email requirement from customers which excluded the majority target demographic who on average never used or had means to use an email account.

Distance Marketing Trainer
05/2011 – 08/2013
Thrive Learning Institute
Taught through phone, chat and email small business website marketing targeted in Search Engine Optimization (SEO). Developed individual training curricula for my personal clients. Created affiliate websites ranking #1 on Google at the time for searches of product keywords.

EDUCATION

Master's Degree in Educational Technology
2013 – 2015
Instructional Design & Technology Specialization at Arizona State University, Tempe
Emphasis in Distance Education and Blended Learning

Bachelor of Arts Degree in Philosophy
2009 – 2011
University of Utah, Salt Lake City