## Content architecture

Designing scalable, user-centered frameworks that connect learning content with business goals.

**Tiered Learning Path Architecture**  
Lucidchart diagram illustrating the initial launch structure for the Skilljar learning portal. Defines tiered learning paths for modular, scalable content delivery.

**Product-to-Content Map**  
A visual matrix mapping Okta products and features to existing training assets. Used to identify coverage gaps, align the curriculum with the product roadmap, and guide future content creation priorities.

**Skill Badge Framework**

A framework aligning skill badges with Okta certification pathways. It integrates skills, learning objectives, and modular content to create structured learning pathways that guide learners from foundational to advanced levels.

## Learning experience design

Designing seamless and engaging learner experiences by aligning platform capabilities with training goals.

**New LMS Feature & Portal Structure**

When representing curriculum developers in a cross-functional task force to migrate from Cornerstone to Skilljar, I created this diagram to capture feature requirements, outline the high-level process, and map the new portal structure and key learner-facing features.

**OD Lab Experience Wireframe**

A wireframe designed to visualize the on-demand lab experience in the new LMS, showing lab navigation, objectives, and task flow for a more intuitive hands-on learning journey.

## Instructional design – ILT

**Okta Essentials Course Maps**

Designed a course map and wrap-up map for the flagship Okta Essentials training. The course map introduces all modules and their relationships to Okta products, helping learners orient themselves at the start. The wrap-up map reinforces learning by showing how features fit into the broader Okta ecosystem and guides students toward next-step courses.

**Migrate and Integrate Your Users with Okta (Advanced Course)**

Introduced a story-driven instructional approach by framing content around realistic use cases. At both the module and section levels, each story presents context, challenges, and solutions, creating a narrative thread that strengthens engagement and knowledge transfer.

## **Instructional design – eLearning**

Designed and developed interactive eLearning modules that bring complex identity and security concepts to life. Courses blend storytelling, visual frameworks, and hands-on interactions.

**Explore Inbound Federation with Okta**

This interactive course explains how inbound federation connects external identity providers to Okta. With scenarios, diagrams, and knowledge checks, it breaks down complex identity flows into clear, visual stories.

**Navigate ITP Architecture and Risk Models**

This interactive module visualizes how Identity Threat Protection (ITP) detects and responds to risk in real time. With animations, drag-and-drop challenges, and layered storytelling, it turns abstract security processes into intuitive, hands-on experiences.

## Development ecosystem

**On-Demand Course Development Guide**

Step-by-step framework for planning, designing, and producing scalable on-demand courses, ensuring consistency and quality across the curriculum team.

**Assessment Item Creation Guide**

Standards and best practices for writing high-quality assessment items, providing structure and efficiency for skill badge and certification projects.

**Quarterly Release Management**

A course **release management framework** modeled after the company’s engineering code versioning process. Established versioning, review, and deployment mechanisms to manage training content updates in a controlled, predictable cadence.

## Innovation & emerging tech

**AI-Powered Learning Portal Chatbot**

Hackathon prototype that integrated an AI chatbot into the customer learning portal to answer common training questions. Designed to enhance learner support and reduce instructor overhead through natural language interaction.

**AI-Driven Lab Validation**

Hackathon project using browser automation and AI agents to automatically test and validate complex lab environments. Demonstrated potential to detect configuration issues early and improve reliability of hands-on learning.

## Earlier work