

KEY SKILLS

- 13+ years of experience implementing the full instructional design model with proven Instructional Systems Design (ISD) methodologies, including needs assessment, design, development, implementation, product testing, and evaluation
- In-depth knowledge of the technical capabilities/limitations of eLearning technologies, authoring tools, multimedia software, and programming languages
- Experience with defining and implementing analytics and data reporting
- Keen attention to detail related to dynamic project environment, ensuring rapid and effective documentation and dissemination of decisions and courses of action.
- Exemplary communication skills with employees, functional peers, and clients, ensuring dynamic/rapidly-changing information is disseminated quickly, accurately, and documented thoroughly to minimize risk or delays in the project.
- Advanced understanding of 508 compliance, WCAG 2.1 guidelines, and accessibility design considerations
- Exemplary skills in attention to detail, use of proper grammar and punctuation, and quality assurance/review
- Experience with learning management systems and learning architectures, ADDIE, SAM, and other Cognitive, brain-based learning methodologies, and instructional design principles and sciences.
- Experience with mobile learning designs and user interface, considerations.
- Keen eye for visual design related to user experience and storyboard mechanics
- Ability to work on multiple projects concurrently and meet strict deadlines
- Mastery of Microsoft Office Suite, Google apps, SharePoint, Adobe Creative Cloud Suite, Adobe Captivate, Articulate, programming languages (HTML, CSS, JavaScript), and other graphics and eLearning authoring tools and software

WORK EXPERIENCE

Manager, Instructional Technology & Development

Pearson Online & Blended Learning | Columbia, Maryland
August 2018 to Present

Responsible for managing a team of cross-functional instructional designers/developers/specialists that research emerging technologies, design technical solutions, develop functional wireframes/design proofs, produce multi-tiered product offerings for asynchronous and blended learning outcomes, and implement evaluation tools and analytics for all school-based, corporate, and program user roles. Partners with other members of the department to identify and outline instructional and technical requirements based on project scope. Oversees the production cycle starting with functional requirements/wireframes, engineering new learning strategies based on current trends in eLearning, implementing tiered solutions that adhere to organizational standards, and executing data-driven evaluations for analytical reporting on training performance and effectiveness. Focus on learning technologies and the implementation/delivery of content is emphasized in relation to the requirements of the learning ecosystem's tools and the different LMS platforms. Responsible for collaboration with other L&D, delivery, and multimedia focused groups within the organization to strive for consistent quality and content accuracy in learning & development initiatives. Liaison between project management and functional managers to ensure all aspects of project planning are accounted for: project prioritization, establishing plan tasks/sequence/LOEs, resource monitoring and allocations, project status and progress, risk mitigation strategies, communication strategies, etc. in relation to the training content portfolio. Interface with project management, product management (platform, services, and curriculum), agile facilitation, and other teams to connect roadmap goals with training needs, attend Program Increment planning sessions, and identify training product management and development priorities.

Senior Manager of Multimedia Training

Pearson Online & Blended Learning | Columbia, Maryland
April 2014 to August 2018

Led the research and determination of appropriate technical solutions in all project initiatives, ensuring that all technical capabilities/limitations are evaluated while considering emerging learning technologies for cutting-edge learning solutions. Partnered with senior instructional designers during needs analysis and design phases to document feasible/appropriate/innovative technologies for the technical solution in designing learning solutions. Translated the technical & operational requirements as well as scope of projects into technical considerations for discussion/review. Advised/made recommendations for potential new technologies & tools for purchase and development opportunities based on educational technology research and organizational technology requirements. Designed technical tenets of functional prototypes that align with project requirements and supervise the development of those prototypes. Developed well-written, technically accurate procedural or informational documentation, adhering to content development standards and style guides. Responsible (in partnership with team managers) for future LMS set-up/administration duties. Conducted regular evaluations of existing learning analytics/metrics used in project initiatives and stay abreast of industry trends and emerging technologies for

considering in refining/improving data analytics for training products. Created custom solutions in HTML5, JavaScript, and related programming languages to solve specific learning needs and meet defined learning objectives. Reviewed produced assets for technical accuracy, accessibility development standards, and provide constructive feedback for ongoing peer development. Mentored/coached junior members of development team in troubleshooting technical issues, build mechanics of authoring software, and testing failures. Acted as top escalation tier for technical troubleshooting related to build and testing issues. Managed multiple tasks across multiple project initiatives, adhering to task deadlines and project schedules. Communicated and document project issues/decisions effectively and succinctly with functional manager, project manager, and peers.

Lead Instructional Designer

Connections Education | Baltimore, Maryland
October 2009 to April 2014

Acted as primary point of contact/lead on small to medium-sized project initiatives and related issues with project managers, SMEs, instructional designers, instructional developers, and other departmental members to determine optimal outcomes. Led efforts in concert with instructional developers to construct rapid prototype/wireframes as projects dictate. Reviewed storyboards/developed content for project initiative to provide constructive feedback on content accuracy, adherence to standards, and project scope requirements. Demonstrated intuitive problem-solving skills when assessing course materials/content against learning objectives, gap analysis, and client’s needs in conjunction with Senior Instructional Designer. Applied innovative development ideas and proven instructional methodologies during needs assessment and design phases to conceptualize innovative learning solutions/instructional strategies that will create meaningful, memorable, and motivational learning while meeting business requirements. Scripted exemplary audio narration or text, select images/video for visual presentation, and develop action notes for in-depth instructional methods in storyboard authoring based on standards, accessibility, and user experience guidelines. Created engaging visual layouts to accurately present content utilizing current instructional strategies and tools. Translated storyboard contents into a properly executed multimedia-built assets using the prescribed authoring tool (for training initiatives). Developed well-written, technically accurate procedural or informational documentation, adhering to content development standards and style guides. Collaborated with departmental team members to problem solve and document production issues, keeping production on schedule and on budget. Assisted with determination of project tasks, associated LOEs, and resource assignment, when requested from management. Supported flexible workforce members in design/pre-production and production-related tasks. Managed multiple tasks across multiple project initiatives, adhering to task deadlines and project schedules. Collaborated with team members in a lead/mentor role

Training Supervisor/Developer

Intermountain Healthcare | West Valley City, Utah
February 2006 to October 2009

Developed standard training material for all of Patient Account Services (Billing & Registration Services). In a department of six people, take part in a broad range of training activities, which includes designing, developing, and delivering instructional materials for internal training for new and existing employees that is supported by policies, procedures, and guidelines. Work closely with Directors, Managers, Regional Trainers, and front-line staff, in order to plan, organize, create, develop, write, and implement central and standardized training for three enterprise-wide departments, seven separate regions, and twenty-two different facilities throughout the state of Utah and Idaho. Develop and deliver presentations, coordinate training, develop content, and implement training, as both a hands-on instructor led training, or web-based interactive training. Assessed training needs and training effectiveness through site visits, surveys, and LMS based assessments. Manage projects. Maintained and published content to company webpage and LMS. Working knowledge of adult learning principles, methods, and approaches. Responsible for new hire transitioning from their initial training period to their full desk working days. Developed New and Existing Training Material. Used computer development software such as Captivate, Camtasia, Movie Maker and other DVD/Video development software to create better user focused training. Took on role of a Full-Time Training Supervisor in assisting and fulfilling the Training need of the Office. Took the initiative to learn and utilize the use of these software programs to better and assist the training program. Assisted in the training and presentation of new training material to newly hired employees. Worked closely with team leads, coordinators, supervisors and managers to ensure that new employees begin in a stable environment in their new found position. Communicated with Training Supervisors and Operational Supervisors to detect any need of possible re-tooling and reviewing of training materials presented to a newly hired employee.

EDUCATION

University of Utah
Bachelor of Science | Behavioral Science
& Heath | Minor: Sociology
2007-2009

Weber State University
Business Administration/Technical
Writing
2003-2005

Western Wyoming College
Musical Theatre
1999-2000

AWARDS & CERTIFICATIONS

2018 Education Software Review Award (EDDIE)
Issued by The ComputED Gazette

An EDDIE award, given in the category of Instructional Support Website for the development of Teacher Central - a robust online resource for teachers at Pearson Online & Blending Learning (OBL) The Education Software Review Awards (EDDIE) target innovative and content-rich software (including apps for iPad and Android) and websites that augment the classroom curriculum and improve teacher productivity, providing parents and teachers with the technology to foster educational excellence. Some selection criteria are academic content, potential for broad classroom use, technical merit, subject approach, and management system. Winners are selected from titles submitted by publishers worldwide.

2017 EdTech Digest Cool Tools Award Finalist for Parent/Student Solution

Issues by EdTech Digest Awards Program 2017

Cool Tool Award 2017 Finalist in Parent/Student Solution for Learning Coach Central - Connections Education. |

<https://edtechdigest.wordpress.com/etd-awards/2017-entry-form/>

2016 Education Software Review Award (EDDIE)

Issued by The ComputED Gazette | October 2016

An EDDIE award, given in the category of Teacher Tools (Online Learning Management System) for the development of Learning Coach Central - a robust online resource for teachers and learning coaches for Connections Education, LCC.

Certified SAFe®4 Agilist | Scaled Agile, Inc.

Issued October 2018

*References and Development Work Samples Available Upon Request