

Peter Smyer

Instructional Designer • Learning Experience Creator • Educational Problem Solver

Professional Summary

Instructional Designer with over 6 years of experience in Learning & Development. Skilled in creating engaging, effective instructional experiences that connect with learners and drive measurable results. Expertise in multimedia production, adult learning theories, and transforming complex concepts into clear, actionable training.

Core Competencies

- Articulate 360 Suite (Storyline, Rise, Review)
- Adobe Creative Cloud (Photoshop, Illustrator, Premiere)
- Canva Pro & Advanced Design Tools
- LearnUpon LMS Administration
- ADDIE & SAM Methodologies
- Adult Learning Theories & Bloom's Taxonomy
- Data Analysis & Performance Metrics
- Project Management & Stakeholder Collaboration

Professional Experience

Instructional Designer | Prosper Marketplace | 2022 – Present

- Design and deliver interactive eLearning modules, job aids, and performance support tools for multiple business lines.
- Collaborate with SMEs and leadership to assess learning needs and create solutions aligned with business goals.
- Administer LearnUpon LMS, managing course deployments, reporting, and learner support.
- Recognized with Prosper Value Award for Curiosity for innovative approaches to training design and dissemination.

Operations Support Specialist | Prosper Marketplace | 2018 – 2020

- Created job aids and training materials that improved call quality and compliance adherence.
- Partnered with managers to deliver targeted coaching and training interventions.
- Reduced support tickets by 30% by developing effective quick reference guides.

Senior Team Lead | Prosper Marketplace | 2016 – 2018

- Led a team of customer service agents, providing training and development to improve performance metrics.
- Implemented onboarding and refresher training programs, reducing ramp-up time for new hires.
- Collaborated with cross-functional teams to improve processes and enhance customer experience.

Education & Certifications

- B.A., Video Editing — Collins College (2011 – 2014)
- ATD E-Learning Instructional Design Certificate — Association for Talent Development (2022)

Contact Information

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