

Tricia K. Ryan

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[GitHub Portfolio](#)

Professional Experience

U.S. Department of Agriculture (USDA) National Organic Program (NOP)

Program Policy Analyst (December 2021-Present)

- **Lead complex instructional design projects**, manage cross-functional teams, and ensure timely delivery of **40 courses in 6 years** (7 courses per year) and **34 microlearnings in 4 years** (8.5 microlearnings per year).
- **Direct the creation and delivery of comprehensive training programs** spanning beginner to advanced levels. These programs feature expert-led insights, practical tools, and diverse learning formats—including tutorials, real-world applications, and interactive sessions—to effectively support learners across various industries.
- **Manage project for a high-traffic learning center** with 15,000+ users.
- **Use Power BI for data** management and report creation.
- **Leverage SharePoint** for document management and version control.
- Develop and customize **SharePoint Lists and Integrate with Teams and PowerApps**.
- **Build engaging SharePoint communication sites** and integrate Viva Connections.
- **Lead site governance efforts** across Teams, SharePoint, and OneDrive.
- Develop interactive media and **integrate HTML into web platforms**.

AP Ventures LLC (APV)

Program Manager (September 2018-December 2021)

- Worked with senior leadership on strategic planning and process maturity objectives.
- Led the design and building of a world-wide training initiative for 15,000+ users using dynamic content formats.
- Used advanced authoring and development tools to build top-notch training and documentation, backed with expert level instructional design and programming.
- Led efforts to achieve CMMI level 3 appraisal.
- Managed teams for process improvements and compliance with CMMI practices.

Laureate Education, Inc.

Director, Academic Accreditation and Compliance

Senior Instructional Designer, Technical Writer, Course Developer, IT/Engineering (January 2008-September 2018)

- Led accreditation initiatives and maintained high-quality standards.
- Managed evaluation process for board members and created data visualizations.
- Developed user-friendly websites and managed site functionality.
- Co-developed and designed curriculum for multiple IT academic programs.
- Converted instructional content into HTML and uploaded to LMS.
- Led workplace training programs for instructional design team.

- Recruited and supervised technical beta testers.

Towson University, College of Education

Instructor, Undergraduate and Graduate Level Teaching (January 1998-January 2008)

- Developed and taught courses in Educational Technology.
- Designed innovative curricula and learning materials.
- Utilized diverse instructional strategies and technology tools.
- Collaborated on grant proposals and served on editorial review board.

Technical Expertise

- **Microsoft Office 365 Power User:** Integrated Apps, SharePoint, Teams, PowerApps, Power BI, Designer, Copilot
- **Technical Lead:** Microsoft 365, Data & Power Platform Workshops: Will Attend Microsoft 365 Conference in Seattle, WA (June 2025)
- **Front-end Developer:** Visual Studio Code Advanced Skill Level
- **Content Creator:** Articulate360 (Storyline, Rise, Review), Adobe Creative Cloud Tools, and other authoring tools.
- **Proficient Content Developer:** Led the authoring and publishing of 40 comprehensive courses and 32 microlearning modules, each educational material meticulously aligned with federal standards.
- **Technical Designer:** Proficient in leveraging AI technologies to conceptualize, edit, and develop designs from the ground up.

Skills and Qualifications

- Extensive experience in **training, education, development, design, training technology**
- Solid knowledge of **course development software and authoring tools**
- Experience preparing and fully managing courses for **e-Learning in a Learning Management System**

Education

- Master of Science in Instructional Technology, Towson University
- Bachelor of Science in Education, Towson University

Awards

- USDA Under Secretary's Award: Organic Rulemaking 2023
- USDA Under Secretary's Award: In Service to American Agriculture 2023
- USDA Agricultural Marketing Service Administrator's Award 2023
- USDA National Organic Program: Employee of the Quarter 2022
- Laureate Education, Award of Excellence
- Towson University, College of Education: Excellence in Teacher Education Professional Award
- Towson's Elite "Towson's Best Professors," Towson University Academic Affairs