

Jen Shivel

Digital Learning Designer



RELEVANT EXPERIENCE

Freelance Software Instructor

April 2022 - present

I am currently working as an online trainer for the VIS Smart-Client, an e-file software suite in its roll-out phase across a number of governmental agencies in Lower Saxony, Germany.

Learning Consultant

tts GmbH

August 2019 - March 2022, Berlin, Germany

At tts, I developed corporate learning strategies, planned and conducted design workshops, and created learning content. I also delivered virtual classroom instruction for over 500 participants in different projects with excellent feedback.

Student Assistant in E-Learning

Quadriga University of Applied Sciences

April 2018 - December 2018, Berlin, Germany

During my time at Quadriga, I organized and ran live webinars, updated and monitored the learning management system, and managed the CRM.

English Instructor

BTBTM - Berlin Türk Bilim ve Teknoloji Merkezi

March 2015 - July 2016, Berlin, Germany

While working for BTBTM, I prepared and delivered supplementary English language instruction for grade 10 students, conducted and graded MSA (Mittelerer Schulabschluss) mock exams, and provided students with qualified feedback.

Student Assistant for HR and Graduate Programmes

Hertie School of Governance

April 2012 - December 2016, Berlin, Germany

At Hertie School, I administrated web-based program catalogs, advised study abroad students, and managed student records.

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Industry Skills

Live virtual training, IT training, WBT design, workshop delivery, webinar moderation, screencast production, LMS administration, instructional copywriting

Tools & Technologies

BigBlueButton,
WebEx, GoToWebinar,
Adobe Connect, Teams,
Camtasia, Moodle,
AcademyFIVE, Figma,
Adobe XD, Trello, Miro,
Sharepoint, MS Office

Other Skills

Design Thinking,
HTML, CSS, Bootstrap,
JavaScript, React

Languages

English (native)
German (fluent)

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EDUCATION

Design Thinking Basic Track

Hasso Plattner Institut

2018 - 2019, Potsdam, Germany

Grade: 1,0 (A)

Master of Education (M.Ed.)

Freie Universität

2016 - 2019, Berlin, Germany

Subjects: Political Education and English

Grade: 1,3 (A)

Bachelor of Arts (B.A.)

Freie Universität

2012 - 2016, Berlin, Germany

Subjects: Political Education and English

Grade: 1,7 (A)

Associate in Arts (A.A.)

Brevard Community College

2005 - 2009, Melbourne, FL USA

GPA: 3.88 (A)

SELECTED PROJECTS

SiN (*Studieninstitut des Landes Niedersachsen*)

July 2021 - present; Working language: German

Since July 2021, I have delivered over 600 hours of virtual training for an eFile software to more than 500 participants from various public ministries in the German state of Lower Saxony. I have received an average score of 1.2 (A) from my participants in the course evaluations thus far.

Siemens

August 2021 - March 2022; Working language: English

For Siemens, I conceptualized and wrote content for a company-wide internal learning platform on topics related to digital transformation and career development.

(Projects continued on next page)

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SELECTED PROJECTS (CONT.)

BASF

November 2020 - February 2022; Working languages: German, English

At the BASF, I delivered virtual trainings during the roll-out phase of the laboratory software packages LabBooQ and Foundry to over 200 participants. I also planned and produced a series of learning videos (screencasts) for LabBooQ that received highly positive feedback from the client.

tts, Microsoft Empowerment (internal project)

September 2019 - February 2022; Working languages: German, English

For thousands of users with a learning content subscription from tts, I planned and developed web-based trainings (WBTs) for MS Office applications with an internal authoring tool.

Mercedes-Benz Group

September 2020 - May 2021; Working language: English

For the Digital House division, I moderated and published a weekly webinar series that highlighted the company's latest digital products and services for the regional sales audience.

SiN (*Studieninstitut des Landes Niedersachsen*)

March 2020 - September 2020; Working language: German

My first project at SiN involved developing a blended learning concept for training the institution's instructors to use the video conferencing software BigBlueButton. I also wrote learning content for the project and delivered the first live virtual sessions for the instructors in BigBlueButton.

tts, Learning Strategy & Design (internal project)

April 2019 - January 2020; Working language: German

At the beginning of my time at tts, I conducted industry research, held design workshops, and composed content to produce the tts LearningDesign Cards (*tts LernDesign Karten*). The cards offer an overview of innovative formats and methods for the corporate learning setting.

sdw (*Stiftung der Deutschen Wirtschaft*)

April 2019 - January 2020; Working language: German

Together with my design thinking team, I created a concept for an extracurricular educational program that introduces technically unskilled teenagers to topics related to digitization.