

Methodology

Approach to working with complex, and/ or very abstract concepts:

1. Deconstruct concept to its most basic elements.
2. Methodically weave the elements into a logical instructional flow.
3. Reassemble them into engaging learning solutions that anyone can learn from.

PROFILE

- Over twenty (20) years' experience as an Instructional Designer, eLearning Content Developer, and Technical Writer specializing in developing web-based training solutions to meet specific project needs and requirements for a variety of clients, including Fortune 500 companies as well as Academia.
- Provided consulting and project management expertise to clients and Subject Matter Experts, to assess needs and project scope, to identify learning objectives, and to determine instructional strategy, project design and direction.

> Sample Accomplishments:

- Secured a large contract for my employer with a new client by developing a POC (Proof of Concept), a concrete example of my vision for the project. This sample allayed the clients' concerns and uncertainties about moving forward with the project. (2010)
- Implemented a customer service onboarding training program, putting processes, standards, and evaluation metrics in place, thereby securing ISO certification for the department. (2007)

TECHNICAL CAPABILITIES

- > eLearning authoring proficiencies:
- > LMS administration proficiency, such as building, editing, and grading courses; Including hands-on development experience with Instructure Canvas, Edge, Docebo & Blackboard
 - Adobe Captivate
 - Articulate Storyline 360
 - Articulate Rise
 - Techsmith Camtasia
 - Lectora Publisher X.6
- > Media development tools:
 - Adobe Experience Manager
 - Adobe Animate
 - Photoshop
 - SoundBooth
 - Illustrator
 - Audacity
- > Additional technical skills:
 - Video editing
 - Basic Front-End Web Design using HTML5, Dreamweaver, and WordPress
 - Experience with REST API concepts and JSON syntax
 - SharePoint
 - Proficiency working with images (renaming, resizing, cropping, and uploading)
 - Smartsheet, Inc.
 - Web conferencing and collaboration (WebEx, GoToMeeting)
 - Microsoft Office Suite, including a thorough understanding of PowerPoint compatibility issues relating to Articulate Storyline.

Industries

Experience working in various industries, including:

- Finance & Banking
- Information Technology
- Pharmaceutical
- Healthcare
- Industrial Supplies & Manufacturing
- Insurance
- Publishing
- Academia

PROFESSIONAL EXPERIENCE

FIS Global

July 2021-September 2022

Instructional Designer/Technical Writer

- > Design and develop company-wide training on newly implemented Customer Service system for agents, managers, and evaluators.
- > Collaborated with subject matter experts.
- > Designed assessment questions to assess learners' understanding and to trigger LMS completion.
- > Tools used: Articulate Storyline & Rise, Microsoft Office & Teams

Rasmussen University

November 2020 – April 2021

Higher Ed Course Developer

- > Prepared higher education courses to function in new version of Blackboard LMS.
- > Performed full quality review on higher education courses.
- > Made edits and updates, and adjust settings to courses as needed, directly in LMS.
- > Trouble-shoot and resolve course issues that faculty and students report.
- > Tools used: Blackboard LMS, Cherwell Service Management, Microsoft Office & Teams

Thermo Fisher Scientific

May 2018 – July 2020

Instructional Designer/Systems Trainer

- > Designed and developed eLearning for new and existing web-based systems to demonstrate how to perform various tasks.
- > Collaborated with SMEs and wrote storyboard scripts, based on content provided.
- > Recorded and edited voiceover narration.
- > Developed micro learning modules, to provide quick, searchable on-the-job references for performing specific system tasks, which also combine into more comprehensive new hire training programs.
- > Wrote and implemented quiz questions to assess learners' understanding, and to trigger completion in the LMS (Docebo LMS).
- > Published eLearning modules for LMS and loaded into LMS.
- > Developed job aid reference documents, providing step-by-step instructions.
- > Tools used: Adobe Captivate, Camtasia, Audacity, Docebo LMS, Microsoft Office & Teams

ANI, Inc. (Advanced Network Information)

October 2017 – January 2018

eLearning Content Developer/ Technical Writer

- > For a multinational IT and Telecom conglomerate, assisted in writing course outline and design document for new web-based version of existing process training.
- > Wrote storyboard scripts for eLearning project.
- > Collaborated remotely with project team.
- > Tools used: Egnyte Connect, Smartsheet, Inc., MS Office

Pursuit Health Advisors

May 2017 – July 2017

Instructional Designer

- > Instructional design and development of online systems simulations for Electronic Health Records (EHR) systems tasks:
 - Updated Captivate-based training modules by adding, omitting, re-wording, and re-ordering content, according to client's direction.
 - Developed scored assessments with graded multiple-choice questions, and graded interactions, and published for LMS compliant output.
 - Edited narration scripts where necessary, and prepared text for voiceover recording.
- > Tools used: Adobe Captivate 9, Microsoft Office Suite

Capital Education, LLC

March 2017 – May 2017

Instructional Designer

- > Built, edited, configured, and updated online higher learning courses using Learning Management Systems (LMS).
- > Tools used: Instructure Canvas, Edge LMS

Education

- BA in Fine Arts, University of Hartford, Hartford, CT
Graduated **summa cum laude** (GPA 3.96)
- Continued studies in graphic design at Columbia College, Chicago, IL
- Various courses at the Art Institute of Chicago and Parsons School of Design, New York, NY

Ann & Robert H. Lurie Children's Hospital of Chicago

Dec 2012-Nov 2014

EPIC Training Consultant

- > Developed eLearning modules demonstrating how to perform various tasks using the web-based Epic universal hospital system for various audiences within the hospital, published for LMS.
- > Created, edited, and updated training manuals, and on-the-job reference documentation.
- > Developed and adhered to project plans and schedules for projects I handled.

Cognitive Arts

Sept 2010 – Dec 2012

Contract eLearning Specialist

- > For the company's clients' projects, transformed complex content into engaging eLearning.
- > Developed interactive media for eLearning projects.
- > Published LMS-ready eLearning courses, including customizing LMS-specific publish settings.
- > Worked with clients and other project stakeholders to trouble-shoot LMS performance issues.

PulseLearning Global

June 2008 – May 2010

Lead Learning Specialist

- > For a large educational publishing company, secured a large contract by developing and presenting a POC (Proof of Concept) sample, which effectively communicated the vision for the project to the client.
- > Designed training programs for various company clients using the ADDIE process.
- > Led project design and development.
- > For a large bank, secured a contract for the company by proactively communicating proposed design with client.
- > Interfaced with client project owners and subject matter experts.
- > Created detailed design documents for web-based client projects, and wrote technical training materials, and on-the-job reference documents.
- > Designed and wrote eLearning content flow, as well as ILT (Instructor-led Training) materials.
- > Developed interactive media, including knowledge checks and assessments for web-based training programs.
- > Designed visual look & feel and course interfaces for eLearning projects, creating and editing images as needed.
- > Published LMS-ready eLearning projects, including trouble-shooting LMS issues.

W.W. Grainger

Dec 2004 – May 2008

Design Technologist

- > Collaborated with management to implement customer service onboarding training program, putting processes, standards, and evaluation metrics in place, to secure ISO certification for the department.
- > Designed web-based training programs using the SADDIE process (variation of ADDIE process).
- > Developed SCORM-compliant online courses and tutorials.
- > Developed web-based instructional animations and diagrams to visually describe new processes, resizing and cropping images and videos as needed.
- > Developed interactive simulations.
- > Designed and developed new employee training curriculum to provide expertise on Grainger.com functionality, using a blended approach, combining eLearning and ILT.
- > Wrote storyboards and developed assessments for eLearning applications.
- > Recorded voice-over narration for online courses and tutorials.
- > Recorded and edited videos, to implement to online courses.
- > Created eLearning Templates for training department.
- > Delivered new hire training for Customer Service using my own ILT materials.

References

Professional recommendations can be found on my [LinkedIn profile](#).

I will provide additional references upon request.

Abbott Labs

Sept 2004 – Nov 2004

Web Designer/Developer

- > Designed and re-designed internal websites.
- > Developed internal websites.

Capital Education (Formerly Unext.com)

Aug 2002 – Sept 2004

Multimedia Developer

- > Developed media assets to visually describe content for online courses.
- > Worked with faculty, subject matter experts, editors and course engineers to identify most effective methods of adding instructional value to courses.
- > Developed animations and interactive media for online courses.
- > Managed production of media for multiple projects.

InfiNET Solutions

March 2001 – April 2002

Multimedia Developer

- > Designed, developed and continued to manage and give strategic direction for the company website.
- > Provided creative direction to Product Development team.
- > Established usability standards for development of web-based applications.
- > Coordinated online marketing efforts.
- > Developed animated presentations to market products.
- > Developed online interactive diagrams to educate clients about issues involving online billing.
- > Designed & developed clients' websites, designing interfaces and renaming, resizing cropping and uploading images as needed.
- > Designed & managed production of printed marketing materials.

SumTotal Systems (formerly Click2learn.com)

Jan 2000 – Feb 2001

Senior Graphic Designer

- > Worked with clients to develop look and feel of eLearning projects.
- > Developed screen type templates for eLearning projects.
- > Designed interface, navigation, and interactive functionality for each project.
- > Worked with Subject Matter Experts to determine best approach for communicating course content.
- > Managed and developed production graphics, editing images as needed.
- > Identified and allocated resources to eLearning projects assigned to the company's Chicago area location.

Drumbeat Digital (formerly Networks, Inc.)

June 1999 – Jan 2000

Web Developer

- > Handled design and graphics for all projects, editing, resizing and cropping images as needed.
- > Interfaced with Cold Fusion developers to launch TrueValue.com.
- > Provided Level 2 Help Desk technical support for company-developed, web-based ASP-driven software application.
- > Forwarded domain names to client sites.
- > Used NT Mail configuration to manage email accounts internally, as well as for clients.