
Ted Finger

Senior eLearning Specialist

Kenosha, WI
(262) 612-9079

ted.finger@me.com

Portfolio website: <http://tedfinger.me>

LinkedIn: <http://linkedin.com/in/tedfinger>

PROFILE

A Master Instructional Designer known for successfully translating highly technical, complex, and cross-industry subject matter (IT, Healthcare, Finance, Education) into engaging and scalable learning solutions. I specialize in designing and developing high-end interactive eLearning using Articulate Storyline, Rise, and Adobe Captivate, ensuring effective systems training, software simulations, and robust assessments. I deliver professionally crafted, job-focused training that motivates learners and drives measurable performance.

Some of my career accomplishments are:

- 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.
- Implemented a customer service onboarding training program, putting processes, standards, and evaluation metrics in place, thereby securing ISO certification for the department.

EXPERIENCE

Verizon - *Instructional Designer*

OCTOBER 2023 - DECEMBER 2025

- Designed and developed effective training for technical and customer service teams.
- Analyzed technical content and subject matter expertise to architect clear, engaging courses, using tools like Articulate Storyline and Notebook LM to create interactive content.
- My work directly contributed to improved LMS completion rates and a measurable increase in employee performance.

Preston Consulting - *Instructional Designer*

DECEMBER 2022 - OCTOBER 2023

- Used **Articulate Storyline 360** to design and develop web-based employee training, including interactive activities and assessment

questions to assess learners' understanding and to trigger LMS completion.

FIS Global - *Instructional Designer*

JULY 2021 - SEPTEMBER 2022

- Designed and developed company-wide training on a 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.

Rasmussen University - *Instructional Designer*

NOVEMBER 2020 - APRIL 2021

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

Thermo Fisher Scientific - *Instructional Designer*

MAY 2018 - JULY 2020

- 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.
- 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) - *Instructional Designer*

OCTOBER 2017 - JANUARY 2018

- 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 an eLearning project.
- Tools used: Egnyte Connect, Smartsheet, Inc., MS Office

Pursuit Health Advisors - *Instructional Designer*

MAY 2017 - JULY 2017

- 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, 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

Ann & Robert H. Lurie Children's Hospital of Chicago – *Epic Training Consultant*

DECEMBER 2012 - NOVEMBER 2014

- 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 - *Instructional Designer*

SEPTEMBER 2010 - DECEMBER 2012

- 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 troubleshoot LMS performance issues.

PulseLearning Global - *Instructional Designer*

JUNE 2008 - MAY 2010

- 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 a design with the client.
- 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.

W.W. Grainger – *Design Technologist*

DECEMBER 2004 - MAY 2008

- 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, interactive simulations and tutorials.
- Developed web-based instructional animations and diagrams to visually describe new processes, resizing and cropping images and videos as needed.
- Designed and developed a new employee training curriculum to provide expertise on Grainger.com functionality, using a blended approach, combining eLearning and ILT.

EDUCATION

University of Hartford, Hartford Connecticut - *Bachelor's Degree*