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SUMMARY OF CAPABILITIES

UX Designer • Instructional Designer • Project Management • e-Learning Developer • Leadership • Research Skills • Multi-Media Developer

QUALIFICATIONS

- Knowledge of Agile, ADDIE, SAM, and other methodologies
- Ability to design storyboards and prototypes in Figma
- Proficient in Adobe Captivate, Adobe Creative Cloud, Camtasia, Filmora, Storyline 3 and 360
- Utilize Adobe Creative Cloud tools, such as Premiere Pro, Illustrator, InDesign, and Photoshop
- Research and Analyzing skills
- Ability to quickly learn and integrate new technologies

EDUCATION

Master of Science in Instructional Design and Technology Certificate in eLearning and Online Teaching

August 2013-May 2015

Emporia State University (**Online Program**)

Related Courses: Foundation of Instructional Design, Web Design, Multimedia Designing and Designing & Developing, Web-Based Instruction, Learning Theories

Bachelor of Business Administration

August 2005-August 2010

Tennessee State University (**Nashville, TN**)

Relevant Courses Achieved: Educational Curriculum Development, Business Communication, Recruitment and Selection, Management and Organization Behavior.

PROFESSIONAL EXPERIENCE

Parsons Corp

eLearning Developer Consultant

December 2022-December 2023

As a consultant I met with management to determine the learning needs of the respective business unit that supports training needs, career development, associate development, and business acumen. While implanting the ADDIE (Analyze, Design, Develop, Implement and Evaluate) model, and supports ongoing learning and development program to support the organization's operational excellence, such as:

- Develop training courses and videos in English, French, and Spanish for internal and external clients.
- Design and develop interactive eLearning courses using Articulate 360 (Articulate and RISE specifically)

- Evaluate existing training and development programs to enhance the learning experience for employees.
- Develop technical training videos for new software/apps and features.
- Translated English scripts to French and Spanish versions.
- Follow client style guidelines such as page layout, typography, color theory, visual focus, audio and video, print design.
- Ability to collaborate and communicate effectively with Managers, Project Managers, SMEs and specific business partners by clarifying deliverables and reinforcing outcomes.
- Coaches and delegates work to lower-level professionals to ensure high-quality and timely completion of projects.
- Create innovative designs that is not constrained by structure standards

Marion County Public Health Department
Instructional Design Consultant
December 2022-July 2023

Develop eLearning courses for the Substance Abuse Stigma and Response (SSAR) project, focused on assessing stigma towards individuals with substance use disorder (SUD) among medical professionals and first responders. Serve as a consultant, mentor, and resource to leaders in directing team development needs and provides learning programs through various methods, such as:

- Develop and write experiential virtual training courses with findings from the stigma assessments for each partner cohort using Articulate 360 and implement knowledge of effective use of graphics, user experience (UX), and user interface (UI).
- Design engaging learning activities and compelling course content for an adult-learning target audience and ensure virtual trainings address each cohort's specific issues with stigma.
- Ensure training sources are designed using different methods (e.g., audio, video, simulations, role plays, games, etc.) to encourage engagement.
- Conduct training for both in-person and online environments with set instructional end goals and accessibility under ADA Compliance.
- Make training courses accessible via desktop computers, laptops, and cellphones to extend the reach of the programs.

Aptara (Uber)
eLearning Developer Contractor
June 2022-December 2022

Responsible for supporting the design and delivery of training content and learning programs that engage and develop high-performing personnel, which includes:

- Evaluate organization strengths and weaknesses by reviewing current learning and development programs, identifying, and analyzing performance problems and needs in business units.
- Review learning and development operational strategies by analyzing trends, preparing critical measurements, implementing production, productivity, quality, and leading system improvements.
- Creation of all types of learning materials (VILT, eLearning, job aids, etc) for the Global L&D teams.
- Conducting needs analyses, knowledge assessments, using learning metrics, and curating online content.
- Ensured all training and job aid materials are consistent and up-to-date and in line with products and larger training goals and initiatives.

- Creates eLearning scripts, storyboards, and PPT slides using solid instructional design methodology and adult learning theory.
- Collaborates with subject-matter experts and development leads to ensure that program content, learning objectives, and delivery modes meet stated client specifications
- Creates instructor guides, participant manuals, exercise guides and quick reference Materials
- Develop content and video production skills, including the use of e-learning authoring tools such as Articulate Storyline, Studio, Articulate 360, etc.
- Aggregating learning assets and creating detailed, learner centric curriculum maps.
- Manage multiple projects simultaneously with competing priorities and deadlines.
- Work with cross-functional teams globally teams to develop regional training need

Experis (Merck)

Learning Design & Development Specialist Contractor

February 2022-June 2022

Ensures the development of learning content, as outlined in the design and development solution.

Develop, maintain, and administer training assets, including:

- Collaborates with various business units to create training materials that achieve defined learning outcomes.
- Gather and organize the most useful information from both internal and external sources into one easily accessed location.
- Provide quality assurance of training materials and eLearning courses
- Provides learning and development programs by developing and evaluating potential solutions, aligning solutions with organization strategies, and planning and organizing training and development.
- Test courses and review details and accuracy
- Deliver strong problem-solving and root cause analysis skills
- Apply strong organizational and administrative skills with training materials
- Supports translations and localizations as required, coordinates and manages content reviews and signoffs with stakeholders.

Amer Tech (Parsons)

Instructional Designer Contractor

REMOTE

September 2021 – February 2022

Performs all phases of instructional design including analysis, design, development, implementation, and evaluation for instructor led and e-learning courses using course development software, as well as:

- Assess learning and development program results by tracking and analyzing performance results, conducting surveys, interviewing unit managers and employees.
- Create training materials for workshops, classrooms, and self-paced courses
- Implement adult learning principles to enhance learners' engagement
- Creates new e-learning courses with interactive audio, video, and animation
- Implement blended learning styles for learner retention
- Develops and coordinates training programs, certifications, and curriculums with various subject matter experts and projects including the company-wide safety training program.
- Maintains, updates, and edits existing training courses and programs.

- Convey with internal subject matter experts to collect content, identify objectives, design course interactions, develop storyboards, and create test questions.
- Maintains project documentation and course folders.
- Creating and maintaining safety procedures for a variety of departments and topics.
- Ensuring all training meets best practice requirements and provides all necessary support.

Aptara (Intuit)

Instructional Designer Contractor

REMOTE

March 2021 – July 2021

Accountable for developing financial literacy courses and software simulations, which include the following:

- Design and develop call center training for Customer Service Representatives
- Developed interactive videos and learning activities for Intuit Coursera courses using Storyline 360 and Camtasia
- Build strong relationships with key cross-functional partners to understand how the content is being received and engaged within market and implement feedback
- Conceptualizes and designs creative blended learning approaches for multimedia content presentation (eg, video, interactive online activities, games, animation, exercises, and progress checks) that maximize learner understanding of content and assess grasp of content
- Developed software simulations for customer support employees
- Act as the liaison between CPA's and support managers
- Updated existing courses by conducting editing to existing courses

Worldwide Counter Threat

eLearning Consultant

REMOTE

May 2020 – March 2021

As a government sub-contractor, I provided insight to agency for ongoing government contracts, which include:

- Manage learning and development organizational strategies by contributing information, analysis, and recommendations to strategic direction, creating functional objectives in line with organization goals.
- Assists with the development of the instructional strategy. Develops guides, templates, and job aides to support the strategy
- Works with IT and outsource agencies on training and content development technology solutions
- Redesign Veterans legacy courses in Adobe Captivate
- Convert Flash courses to Storyline and Adobe Captivate
- Conduct virtual technical training sessions on government software
- Work with and learn from other team members from other agencies as a sub-contractor

Total Revenue Optimization Companies (T-ROC)

Instructional Designer

REMOTE

October 2018-June 2020

As an Instructional Designer for T-ROC I gained the ability to produce training video for sales professional and Customer service agents, regarding products and software tools the company utilized, as well as the following:

- Developed mobile micro-learning courses for field employees and managers
- Created new hire onboarding curriculum focusing on developing training videos on Facebook Workplace and Workday
- Built Leadership Management courses for management within the T-ROC Walmart program
- Created instructional videos and courses for Workday, ADP, Facebook Workplace and Workchat, and other onboarding tools
- Conduct train the trainer sessions to educate instructor on how to deliver virtual training sessions
- Analyze training needs to build effective curriculum for management onboarding training
- Created training resources using Articulate 360, Camtasia, Powtoon, and Adobe Captivate
- Develop screen casting videos within Articulate Storyline or using Camtasia to educate learners on how to use software or understand a process.

FedEx Services

Instructional Designer & Multi-Media Developer

Memphis, TN (Full-Time Employment)

June 2015-October 2018

Develop training resources for corporate sales teams and customer service agents, working on learning initiatives across multiple groups, which included:

- Design visual storyboards to produce an effective blueprint of the training course.
- Collaborated with variety of stakeholders (I.E. SMEs, front-line managers and frontline employees)
- Organize deadlines, production events, status of projects, and finished projects
- Build relationships with internal customers and conduct research to establish beneficial learning
- Structure a SWOT analysis to identify the conflicts and benefits of project issues
- Forecast the length of time each learning project
- Design and developed e-learning courses in Captivate 9 for Sales Professionals
- Design blended and virtual learning experiences
- Load SCORM files to Learning Management System (LMS) and assign to learners
- Met deadlines of projects to allow team members and manager to review for feedback
- Communicated effectively with other team partners (project managers, engineers, and business analysts) to make sure all resources are within budget and on target of project goals.

PROFESSIONAL ORGANIZATIONS

- Member of Association of Talent Development (ATD) Atlanta Chapter
- Member of American Society of Training and Development