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SENIOR CURRICULUM DEVELOPER
E-learning, Instructor-led, and Blended Content

Extensive experience in course development for technical and sales enablement. Known for attention to detail while moving projects through development in agile and traditional development environments.

- Conducting needs and task analyses
- Creating learning objectives and designing training content
- Creating content
- Validating learning objectives and content with subject matter experts and stakeholders
- Evaluating training effectiveness

Using the following development and delivery tools:

- Adobe Creative Suite (Photoshop, InDesign, Acrobat, Fireworks, PageMaker, and Captivate)
- Articulate 360 (Storyline, Rise, and Review) and Storyline 3
- MS Office Suite (Word, Excel, PowerPoint, and Outlook)
- TechSmith tools (Camtasia and Snag-it)
- Vyond (animation software)
- WordPress, HTML5, Drupal, H5P, and SumTotal LCMS
- VMware
- FTP software

PROFESSIONAL EXPERIENCE

Zenith Performance Solutions, remote location
Contract Instructional Designer
May 2020 – April 2022
Oct 2015 – Feb 2016

An international technology company required a fast rollout of several technical cloud and architect curricula. They utilized a team of instructional design consultants to develop the content with the assistance of company SMEs. I developed a variety of courses covering content on the company's cloud-based products using Articulate 360 applications and animated videos created in Vyond.

Pegasystems, remote location
Sr. Curriculum Developer
Feb 2016 – Jan 2020

I joined a team of software architects tasked with creating blended learning content as a senior curriculum developer. My contribution to the team was my instructional design expertise. I mentored new hires, and temporary team members on instructional design and content style. I also served as a scrum master for various projects.

- Developed applications, lesson designs, content, and lab exercises to support technical enablement courseware development.
- Participated in tool standard setting and initial template creation for the team's conversion to Articulate Storyline.
- Developed and led a knowledge transfer session on how to use hot spots and triggers in Articulate Storyline.

Avaya Inc., remote location
Sr./Lead Instructional Designer, Technical and Sales Enablement
Nov 2009 – Sept 2015

Training leadership required a way to convert technical synchronous training to asynchronous training. I planned and managed a project to convert the instructor-led course to self-paced training videos. I was the liaison with the vendor providing production services. The videos included an on-screen instructor for whom I authored narration scripts.

Several team members had never written online content and narration scripts. I developed an online content/narration script writing style guide for the training development team.

Additionally, during my time at Avaya, I:

- Served as project manager for unified communications design and technical certification program.
- Defined equipment needs for classrooms and virtual labs in collaboration with the instructional designer, equipment manager, subject matter experts, and the training delivery group.
- Performed target audience analysis, task analysis, and learning objective definition.
- Located resources and source material for sales, design, and technical courses.

Charter Communications, Greenwood Village, Colorado
Sr. Instructional Designer (contract)
May 2009 – Nov 2009

An instructor-led leadership training program needed to be converted to e-learning content using Adobe Captivate. I organized existing material to conform with Adult Learning Theory and the analyze, design, development, implementation, and evaluation (ADDIE) instructional design model. I also created interactivities based on the content to make the training more robust.

DISH Network, Meridian, Colorado
Instructional Designer-Developer; Manager of Training and Development
May 2006 – Sept 2008

Stakeholders wanted to convert instructor-led business-to-business inbound sales representative training to the blended training model to include asynchronous and instructor-led agendas. Prior to content conversion, I conducted on-site audience and needs analyses to confirm the validity of existing learning objectives, and operating procedures. The company estimated return on investment (ROI) was $28,990 per month.

Technical service and sales call center representatives regular ongoing training on new product offerings and service issues. I developed 15-minute continuing education e-learning topics. In response to product managers requests, I wrote training plans, crafting learning objectives based on task analysis and business goals, and developed the e-learning modules, with input and advice from subject matter experts.

After demonstrating proficiency in project management and leadership, I became Manager of Training and Development. Responsibilities included managing and mentoring a team of ten instructional designers.