

## Instructional Designer & Facilitator

I am a seasoned training professional with over 15 years of experience creating compelling training content and delivering consistent success as a facilitator. My experience includes administering learning management systems with SCORM compliant courses, expertise in instructional design software, and an aptitude for video editing and production. I specialize in analyzing intricate processes, then utilizing innovative learning technologies to create innovative, engaging, and memorable training solutions.

### Core Competencies

Instructional Design | Public Speaking | E-Learning Development | Adult Learning Theory | Video Editing | LMS Administration | Software Simulations | Project Management | Verbal & Written Communication

### Professional Experience

#### Instructional Designer

Phoenix, Arizona

#### Carvana, Reconditioning Training

June 2021 to present

Collaborate closely with program managers, engineers, subject matter experts and cross-functional teams to create innovative training solutions. These include instructor-led, virtual, and blended courses, e-learning modules, infographics, job aids, visual training guides, software simulations, assessments, and multimedia content. Training solutions target process improvement, learner engagement, and align with business goals.

#### *Key accomplishments & duties:*

- Oversaw the development of a hands-on, two-week blended course to boost quality control initiatives. Led train-the-trainer sessions across several regions for the Quality Control department, and supervised two pilot sessions at satellite facilities, laying the groundwork for company-wide adoption. This effort targeted improved NPS scores, significantly enhancing customer satisfaction.
- Produced and edited a three-video training series with Adobe Premiere Pro outlining the step-by-step procedures for performing touch-up paint repairs. Created the storyboard, shot list, outline, and all scripts.
- Facilitated two-day new hire orientation at several facilities around the country. Educated new employees on the vehicle reconditioning process from start to finish, providing a thorough explanation of standards, expectations, and best practices for each department. Feedback from new hires was overwhelmingly positive, citing the effectiveness and relevance of their onboarding experience.
- Recorded, edited and produced a three-video training series with Camtasia on the company's in-house inventory management system. The videos were added to an Articulate Rise e-learning course, which is a key component of the new hire onboarding experience.
- Produced comprehensive videos and e-learning modules detailing the utilization and features of the company's primary purchasing program. Created twelve instructional videos using Camtasia, and nine software simulations with Articulate Storyline. Recorded, edited, annotated, and performed voiceover for each video and simulation. These courses played a pivotal role in readying employees for the rapid launch of a new site within tight deadlines.
- Created, edited, and published a six-video series demonstrating paintless dent repair procedures. Training managers observed significant improvements in learner engagement and retention.
- Crafted an instructor guide, visual training guide, an e-learning module, and hands-on learning activities for a blended course, outlining the duties for cosmetic inspection tasks. Managers reported a reduction in "reworks," as employees more readily identified out of standard defects. Since these duties aligned with other departments, several principles were adopted for Quality Control.
- Created a six-series e-learning module utilizing Articulate Storyline for a blended training program in the paint department. The e-learning series along with the hands-on component was pivotal in employees obtaining internal certifications.
- Administer the company's learning management system, which includes course upload and setup, user enrollment, troubleshooting technical issues, certification tracking, and providing user support for coordinators across the company.

## Instructional Designer

Phoenix, Arizona

## Arizona Department of Economic Security

September 2019 to June 2021

Applied adult learning principles and theories such as ADDIE and SAM2 to conduct thorough needs assessments with subject matter experts and stakeholders. In the planning phase, we created storyboards to develop virtual and instructor-led training sessions, which included lesson plans, facilitator and learner guides, multimedia, and activities. Training solutions specifically targeted performance improvement.

### Key accomplishments:

- Created an instructor-led course for employees aiding individuals with disabilities in job attainment and retention. Partnered closely with the program manager who noted enhanced learner retention and smoother training material flow.
- Utilized Adobe Captivate to produce multiple e-learning modules with software simulations for staff responsible for administering and adjudicating Pandemic Unemployment Assistance (PUA) benefits. These trainings aided employees in supporting individuals seeking unemployment benefits during the COVID-19 pandemic.

## Senior Staff Development Specialist

Charleston, West Virginia

## State of West Virginia

January 2018 to August 2019

Responsibilities were divided into two divisions in this department: technical and course development. On the technical development side, served as an administrator for two learning management systems, supporting over 6,000 users for both virtual and classroom learning initiatives. For course development, designed and facilitated technology and soft skill courses, both instructor-led and virtual.

### Key accomplishments:

- Created and facilitated three technology courses entirely from scratch, conducting multiple sessions for each within the initial six months of employment. Learners noted substantial enhancements in their work productivity upon implementing the features covered during the training sessions.
- Facilitated three soft skill courses (Generational Diversity, Conflict Resolution and Leveraging Employee Strengths) at the annual flagship supervisory conference event of the year. Supervisors noted enhanced employee relations following the application of techniques covered in these sessions.
- Provided technical and user support for two learning management systems. Cut help desk calls and emails by a minimum of 50 percent by streamlining processes for updating employee data across both systems.

## Information Systems Specialist 2

Charleston, West Virginia

## State of West Virginia, Office of Technology

November 2010 to June 2016

Delivered high quality training on Microsoft Office applications and Windows Operating System software to state employees. Served as one of three LMS administrators and contributed to the development, configuration, and customization of e-learning curricula tailored to diverse state agencies.

### Key accomplishments:

- Instructed hundreds of state employees on beginner to advanced level features of Microsoft Office programs. Performed content reviews, evaluated post-course survey results, and conducted learner feedback sessions to gauge the effectiveness of the courses.
- Created e-learning modules and managed the subsequent SCORM courses within the learning management system, involving extensive troubleshooting throughout course development.

## Technology Skills

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|-------------------------------------|-------------------------|----------------------------|
| • Adobe Captivate                   | • Microsoft Office 365  | • Wrike Project Management |
| • Articulate 360 (Storyline & Rise) | • Microsoft Teams       | • Adobe Creative Suite     |
| • Camtasia Studio                   | • Vyond Video Animation | • Adobe Premiere Pro       |
| • Canva Graphic Design              | • Zoom Cloud Meetings   | • Google Suite             |

## Education

### Bachelor of Science in Software Production and Management | Minor in Business Administration

University of Detroit Mercy | Detroit, Michigan | Cum Laude