

Instructional Designer & Facilitator

I am a seasoned training professional with over 15 years of experience crafting compelling training content and delivering consistent success as a trainer and facilitator. My experience includes proficiency in 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 and transforming them into innovative, engaging, and memorable training solutions.

Core Competencies

Instructional Design | Public Speaking | E-Learning Development | Content Creation | Video Editing |
LMS Administration | Software Simulations | Detail-Oriented | Verbal & Written Communication

Professional Experience

Senior Learning Specialist (Contract)

Scottsdale, Arizona

Resideo Technologies

August 2026 to present

Through a consulting engagement with Vivid Learning Studio, design and develop learning solutions supporting employee onboarding, leadership development, and compliance training. Design learning assets across multiple modalities, including storyboards, e-learning courses, job aids, instructor-led training materials, and other performance-support documentation. Utilize generative AI tools to strengthen content development, course structure, learner engagement, and quality assurance.

Key accomplishments & duties:

- Led the design and development of the organization's flagship employee onboarding course, transforming existing instructor-led content into a structured, learner-centered digital experience. Incorporated Synthesia AI to create interactive video elements and received consistently positive stakeholder feedback on the course design and learner experience.
- Developed comprehensive participant guides and one-page performance support resources for the *Managing for Success* and *Collaborative Problem Solving* leadership development courses.
- Currently developing compliance e-learning courses for all employees (insider trading and financial delegation). This requires translating complex legal and policy concepts into practical, scenario-based learning.

Instructional Designer

Remote

Instructive Edge, LLC

October 2025 to August 2026

Partnered with business leads, technical developers, regulatory specialists, and subject matter experts to design and deliver comprehensive process documentation and training solutions for enterprise mobile and web applications. This includes e-learning courses, software simulations, job aids, flowcharts, systematic guides, and live virtual training sessions. Leveraged AI tools daily to enhance research, analysis, and workflow efficiency, consistently exceeding scope and quality expectations.

Key accomplishments:

- Led the design and development of 10 e-learning courses for a company-wide rollout of a maintenance notification, assignment, and reporting system. Surpassed the original delivery scope of 7 courses.
- Managed significant scope expansion without a corresponding deadline adjustment, editing 30 software simulations and creating an additional 3 simulations from scratch using a newly learned software tool. Applied adult learning principles and contextual guidance that the original "happy path" simulations lacked. Original simulation deliverable expectation was 7 simulations; final deliverable was 33.
- Facilitated 5 virtual training sessions for mobile application users as a part of the comprehensive training package. Earned recognition from the business lead as the strongest training program he had observed in his six years with the company.
- Documented regulatory operations and label management processes through SOP-style documents and flowcharts to support continuity of operations, as well as integration into a new enterprise database platform.

Instructional Designer (continued)

Instructive Edge, LLC

- Served as liaison between client stakeholders and a third-party vendor, translating undocumented workflows into structured process documentation, assisting the vendor to configure and customize the database to meet client needs.

Instructional Designer

Carvana, Reconditioning Training

Phoenix, Arizona

June 2021 to October 2025

Collaborated closely with program managers, engineers, and subject matter experts to create training resources, including e-learning modules, instructor-led courses, infographics, visual training guides, software simulations, assessments, and instructional videos, ensuring high quality and relevance.

Key accomplishments:

- Oversaw the development of a hands-on, two-week blended course to boost quality control. Conducted tailored train-the-trainer sessions across regions 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 comprehensive e-learning modules detailing the utilization and features of the company's primary purchasing software program. Oversaw the creation of 12 instructional videos and 9 software simulations, handling recording, editing, annotations, and voiceovers. These courses played a pivotal role in readying for the rapid launch of a new site under tight deadlines.
- Created, edited, and published multiple videos demonstrating paintless dent removal procedures. Trainers observed significant improvements in learner engagement and retention when compared to the previous methodology.
- Crafted an instructor guide, visual training guide, and an e-learning module for an instructor-led training program, offering comprehensive guidance to employees on conducting cosmetic inspection tasks.

Instructional Designer

Arizona Department of Economic Security

Phoenix, Arizona

September 2019 to June 2021

Applied adult learning theories like ADDIE and SAM2 to collaborate with subject matter experts and stakeholders. Together, we developed online and instructor-led training sessions, crafting activities, videos, systematic guides, and other essential course materials tailored for learners, mentors, and trainers.

Key accomplishments:

- Created a vital instructor-led course for employees aiding individuals with disabilities in job attainment and retention. Trainers noted enhanced learner retention and smoother training material flow.
- Produced multiple computer-based training modules for staff responsible for administering and adjudicating Pandemic Unemployment Assistance (PUA) benefits. These trainings aided employees in supporting individuals seeking unemployment benefits amid the COVID-19 pandemic.
- Utilized Adobe Premiere and Camtasia Studio for video editing, enhancing actor-portrayed scenario-based training. Ensured all videos complied with ADA accessibility guidelines.

Technology Skills

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| • Adobe Captivate | • Microsoft Office 365 | • SAP Enable Now |
| • Articulate Rise & Storyline | • Microsoft Teams | • Adobe Creative Cloud |
| • Camtasia Studio | • Vyond Video Animation | • Adobe Premiere Pro |
| • Canva Graphic Design | • Zoom Cloud Meetings | • Google Suite |

Education and Certifications

Bachelor of Science in Software Production and Management, Minor in Business Administration

University of Detroit Mercy | Detroit, Michigan | Cum Laude

Microsoft Office Specialist Master

Certiport, Inc.