Christie DeCarolis

http://christiedecarolis.com
https://www.linkedin.com/in/christiedecarolis/

Instructional designer, technologist, and trainer with over a decade of experience, including SaaS companies. I've designed and developed three asynchronous edtech certification courses with a nearly 70% completion rate. I create and facilitate instructor-led and self-paced training that aligns with both business and client objectives, leading to product adoption and account growth.

Key Skills

Training design and delivery	Curriculum design	LMS administration
Multimedia development	End-to-end course design	Customer education

Experience

Product Education Designer (8/24 - 02/25)

Ninety, Park City, UT (SaaS company for SMB; remote position)

- Used backward design to develop and facilitate interactive, virtual instructor-led sessions
- Analyzed VILT approaches to identify sessions associated with highest account growth
- Maintained live learner satisfaction rating averaging 4.76

Customer Success Manager/ Customer Education (8/22 - 8/24)

Hypothes.is, San Francisco, CA (SaaS educational technology company; remote position)

- Facilitated 50-150 VILT sessions per term for both trainers and end users
- Designed and developed three asynchronous online training courses as part of Hypothesis Academy to leverage social learning and application-based approaches
- Achieved a 68% completion rate and average NPS score of 78 in nationwide cohorts of Hypothesis Academy courses; responsible for planning and facilitation
- Increased account growth by 20% YoY through live and asynchronous training
- Maintained and designed suite of 10+ instructor-led training topics about Hypothesis
- Trained Customer Success Manager team members on best practices in facilitating Hypothesis Academy and new instructor-led training topics

Associate Director-Design (1/22 - 8/22)

Emeritus Institute of Management, Boston, MA (remote position)

- Designed curriculum of 2 finance courses with Columbia Business School faculty; coordinated online course design activities with faculty member, project manager, subject matter expert, and multimedia instructional designer
- Ensured online course content met copyright, accessibility, and Quality Matters standards

Associate Director, Instructional Design & Technology (8/20 - 12/21)

Sr. Instructional Designer (06/16 - 08/20), Instructional Designer (03/14 - 06/16)
Rutgers University–Camden, Camden, NJ

- Collaborated with faculty on designing pedagogically sound online, hybrid, and classroom

courses to engage students and achieve course learning goals
- Consulted faculty regarding pedagogy & integration of tech applications into teaching
- Designed departmental workshop schedule and presented in-person and online workshops regularly on using LMS, ed tech tools, & pedagogical best practices
- Planned, designed, and executed longer-term educational programs for faculty: annual regional eLearning conference, annual Digital Teaching Fellows program, cohort-based Rutgers–Camden Online Teaching Certificate Program
- Designed web, print, and video-based support materials for educational tech instruction
- Served as communication liaison between faculty, administrators, and developers across the university to ensure consistent standards in online course design
- Chancellor's Awards for Staff Excellence at Rutgers University–Camden: 2020 (Team: Instructional Design & Technology), 2018: Individual, 2015: Team (eLearning Conference, Disability Advisory Training)

Adjunct Professor (Summer 2015-present)

NJIT & Rutgers University–Camden

- Designed and taught fully-online technical communication and Gender Studies courses, using Moodle, Sakai, and Canvas

Social Studies Educator (09/09 - 03/14)

Pennsauken High School, Pennsauken, NJ

- Taught high school World History, US History, and US Government.

Skills Detail

LMS: Canvas, Blackboard, Brightspace, Moodle; **Collaboration:** Google Suite;
Learner interaction: Socrative, VoiceThread (Certified Educator), Hypothesis, Playposit;
Multimedia and web conferencing: Camtasia, Kaltura, Adobe Creative Suite; Zoom, Webex;
Instructional design: Universal Design/accessibility, copyright in online courses, backward design, Quality Matters
Other: HTML and CSS, HubSpot, Jira/Confluence

Education

MS Instructional Technology / Bloomsburg University
Bloomsburg, PA

BA History & Secondary Education / Rider University
Lawrenceville, NJ
NJ Standard Certificate, Teacher of Social Studies

Awards & Certificates

- 2019 Schullo Award Winner for Best Practices in Distance Education, Distance Teaching and Learning Conference, Madison, WI
- Quality Matters: Applying the Quality Matters Rubric, Quality Matters Peer Reviewer