

LEARNING & DEVELOPMENT PROFESSIONAL

Instructional Design • eLearning Development • LMS Administration • Adult Learning

PROFESSIONAL SUMMARY

Instructional designer and learning & development professional with 10+ years of experience designing, developing, and administering high-quality learning programs for adult and non-traditional learners. Expertise spans the full instructional design lifecycle — from needs analysis and curriculum development through eLearning production, LMS administration, and outcome evaluation — across higher education, continuing education, healthcare, and enterprise contexts. Certified Quality Matters (QM) Peer Reviewer with deep experience in online pedagogy, MOOC design, faculty development, and IACET accreditation compliance. Proven ability to partner with SMEs and cross-functional stakeholders to build engaging, evidence-based learning that drives measurable results.

EXPERIENCE

School Training Manager

National Franchise Education Network

2023–Present

- Led end-to-end curriculum development and instructional design for a national network of adult franchise educators, applying ADDIE-based andragogical principles across the full design lifecycle
- Designed interactive, multimedia-rich eLearning experiences using Articulate Rise and Storyline for diverse adult learners across multiple learning styles and backgrounds
- Managed needs analysis process to identify learning objectives, target audience characteristics, and performance gaps; translated findings into data-informed program design
- Oversaw annual course review and revision cycle, ensuring ongoing alignment with organizational best practices and industry standards
- Served as lead LMS administrator, managing platform functionality, learner access, enrollment, course analytics, and continuous improvement of the learning portfolio
- Partnered with SMEs across the organization to ensure training development met IACET CEU accreditation standards; gathered and submitted evidence for reaccreditation and annual reporting
- Researched and applied emerging trends in adult learning theory, proposing evidence-based improvements to instructional practice across the portfolio
- Collaborated with Communications team on outreach strategies to maximize learner awareness and engagement with available programming

Senior Training Specialist

National Franchise Education Network

2019– 2023

- Served as primary instructional design SME, ensuring eLearning and blended learning content met the needs of diverse adult learners across a national network
- Analyzed LMS data to evaluate learner outcomes and identify opportunities to enhance course content for maximum instructional effectiveness
- Partnered with internal SMEs to develop and revise curriculum aligned with organizational learning objectives and adult learning best practices
- Promoted from Training Specialist to Senior Training Specialist based on instructional quality and demonstrated initiative

Instructional Designer – Academic Web Accessibility

Public Research University

2017– 2019

- Designed and developed a first-of-its-kind fully online accessibility training program for university faculty and staff, covering Section 508, WCAG 2.0 standards, accessible document creation, video captioning, and screen reader testing
- Conducted accessibility audits of online courses and provided individualized instructional design consultation to faculty serving students with disabilities and diverse learning needs
- Facilitated face-to-face and online professional development workshops for faculty and staff on accessible online course design
- Served on the university Presidential Commission on Disability Strategies and Resources

- Presented at national higher education conferences on accessibility and online learning (see Presentations)
- Earned Certified Professional in Accessibility Core Competencies (CPACC) credential, 2018–2020

Instructional Designer – New Learning Models

Public Research University

2016– 2017

- Provided pedagogical coaching and instructional design consultation to university faculty and SMEs developing Massively Open Online Courses (MOOCs) on the Coursera platform
- Led a cross-functional team of SMEs to design and launch a Six Sigma Yellow Belt Specialization, managing design timelines, content quality, and platform delivery
- Managed institutional digital badge program, including program design, issuance workflows, and learner communications
- Certified Quality Matters (QM) Peer Reviewer; conducted formal course quality reviews and provided evidence-based design recommendations using the QM Rubric

Departmental Manager / Administrative Supervisor

Public Research University

2010– 2016

- Provided comprehensive operational and administrative support to 70+ faculty members and a Department Chair, facilitating a productive academic environment
- Managed departmental budget for faculty travel, technology, and payroll; coordinated faculty hiring, onboarding, and HR documentation
- Recipient of university-wide Academic Support Staff Member of the Year award (2015)

Training Coordinator

Major Children's Hospital

2008– 2010

- Coordinated ACLS, PALS, PEARS, and BLS certification training for internal and external medical personnel
- Facilitated training sessions for clinical staff across hospital departments; maintained AHA certification records and managed scheduling logistics

EDUCATION

M.S. Instructional Design and Technology

Major Research University • 4.0 GPA

B.A. History

Liberal Arts University

CONFERENCE PRESENTATIONS

- Online Learning Consortium (OLC) Accelerate: “Can We Teach Them All to Reach Them All? Online Accessibility Focused Professional Development”
- Accessing Higher Ground: “Navigating the Course: Creating Accessible STEM”

PROFESSIONAL DEVELOPMENT & CONFERENCE ATTENDANCE

- Online Learning Consortium (OLC) Accelerate – multiple years
- IACET Continuing Education and Training Conference – multiple years
- IACET AI Symposium
- AXE Con Digital Accessibility Conference – multiple years
- Learning Guild’s Learning Experience Design Online Conference
- AHEAD Annual Conference • CSUN Annual Conference on Assistive Technology

TECHNICAL SKILLS

eLearning & Multimedia: Articulate Rise, Articulate Storyline, Camtasia, SoftChalk Create & Cloud, Adobe Suite (InDesign, Photoshop, Premiere Pro, Dreamweaver)

LMS Platforms: Litmos (administrator), Blackboard, Moodle, D2L

Productivity & Collaboration: Microsoft 365 (Word, Excel, PowerPoint, Outlook), SharePoint, Google Workspace, Zendesk, Freshservice

Accessibility Tools: JAWS Screen Reader, VoiceOver, Section 508 / WCAG 2.0 compliance

Credentials: Quality Matters Peer Reviewer Certified • CPACC (Certified Professional in Accessibility Core Competencies, 2018–2020)