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Summary

Extensive instructional design experience in financial services, technology, and pharmaceutical consulting. Skilled in the design and development of e-learning, online and in-person classroom instruction, performance support, and technical documentation. Master's degree in education from the University of Illinois at Urbana-Champaign.

Experience



Instructional Design Project Consultant
SolomonEdwards

Jan 2023 – Mar 2023

Instructional design consultation role for a regional commercial bank (Silicon Valley Bank).

- Designed and developed compliance-related e-learning and performance support.
- Worked collaboratively with subject matter experts, key stakeholders, project managers, and other instructional designers.



Senior Instructional Designer
Commonwealth Financial Network

Jan 2017 – Sept 2022

Designed, developed, and delivered e-learning, instructor-led, and blended courses for clients and employees. Measurably improved operational efficiency, increased productivity, improved response rates, and lower defect rates.

- Expertise in human resource development, regulatory compliance, and technical training for clients and employees.
- Expertise in adult learning theory and UX/UI design principles to enable learner autonomy, experience, motivation, and engagement.
- Performed needs analysis and evaluated existing documentation to identify the most appropriate training approach and content to meet the demands of the learning objectives and audience.
- Managed projects to ensure completion on time and within budget. Worked independently and managed contractors and external resources.
- Facilitated professional development, core competency, and soft skills training through in-person and virtual instructor-led sessions.
- Developed content in collaboration with other stakeholders, subject matter experts, and third-party sources.



Instructional Design Consultant

Horizons Recruitment

May 2016 – Jan 2017

Instructional design consultation role to develop compliance-related e-learning courses for Commonwealth Financial Network clients and employees.



Principal Instructional Designer

PAREXEL International

Aug 2006 – May 2016

Designed and developed e-learning, instructor-led, and blended courses to facilitate process improvement initiatives, professional development, leadership, management, project management, and various HR-related industries.

- Expertise in instructional design theory; help people learn and develop using reliable and evidence-based instructional methods.
- Conducted in-depth job-task analysis and needs assessment to identify learning objectives and to determine training solutions for global training programs.
- Expertise in adult learning theory to base instructional methodology on autonomy, experience, motivation, and application.
- Designed and delivered evaluation strategies and tools to measure the degree to which learning (and performance outcomes) were achieved.
- Managed projects to ensure completion on time and within budget. Worked independently and managed contractors and external resources.
- Facilitated train-the-trainer sessions to prepare instructors to deliver the class per learning objectives.

Education



Master of Education, Human Resource Development

University of Illinois at Urbana–Champaign



Bachelor of Science, Liberal Arts & Business

Northeastern University

Skills

Adobe Captivate, Adobe Dreamweaver, Adobe FrameMaker, Adobe Photoshop, Articulate Storyline, Articulate Rise, Audacity, Camtasia, CourseMill LMS, HTML5/CSS, Microsoft Office, Microsoft SharePoint, Microsoft Teams, Snag-It, SumTotal LMS, Webex, Vyond, Zoom