

## Adult Learning Leader – Planning, Designing and Developing Engaging and Effective Learning Experiences

- Instructional Designer with over twenty years of educational experience; 10+ years in higher education; five years in corporate; designing content for delivery in traditional, hybrid and fully online environments
- 10+ years experience in teaching and facilitating in a variety of virtual, in-person and hybrid formats
- 10+ years experience in developing learning curriculum
- 6+ years experience collaborating with SMEs, business partners and stakeholders
- 5 years experience in ERP implementation, including developing training strategy and curriculum
- Extensive experience designing and editing multi-media learning activities
- Excellent balance between content design, project management and strategic planning
- Strong presentation skills, including expertise in PowerPoint and Adobe Creative Suite to create impactful presentations.
- Outstanding oral and written communication skills
- Able to translate complex content into a positive user experience
- Power-user of multiple software, able to quickly learn new skills

Areas of Expertise		
<ul style="list-style-type: none"> <li>• Adult Learning &amp; Instructional Design</li> <li>• Classroom/Online Instruction</li> <li>• Computer Based Training</li> <li>• Curriculum Design &amp; Development</li> <li>• Lean Six Sigma White Belt</li> </ul>	<ul style="list-style-type: none"> <li>• Project Management</li> <li>• Research &amp; Writing</li> <li>• Strategic Planning</li> <li>• Technical Writing</li> <li>• Training Facilitation</li> </ul>	<ul style="list-style-type: none"> <li>• Video Scriptwriting/Editing</li> <li>• Visual Literacy</li> <li>• Voice-Over &amp; Narration</li> <li>• Workday HCM</li> </ul>

Software			
<ul style="list-style-type: none"> <li>• Adobe Connect</li> <li>• Adobe Creative Suite</li> <li>• Articulate 360</li> <li>• Blackboard/Canvas LMS</li> <li>• Camtasia/Snagit</li> </ul>	<ul style="list-style-type: none"> <li>• EdPuzzle</li> <li>• Google Docs/Sheets</li> <li>• Kahoot/Menti</li> <li>• Project Management Software</li> <li>• Lucidchart/Visio</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Access</li> <li>• Microsoft 365 (Word/PPT/Excel)</li> <li>• Microsoft Teams</li> <li>• Power BI</li> </ul>	<ul style="list-style-type: none"> <li>• SharePoint</li> <li>• Workday HCM</li> <li>• Workday Learning</li> <li>• WYSIWYG Web Editors</li> <li>• Zoom</li> </ul>

## Academic Preparation

**Master of Education in Educational Technology** (University of Arkansas, Fayetteville) Dec 2018

**Doctor of Musical Arts in Vocal Performance** (University of Missouri – Kansas City) Dec 2007

## Experience

**Workday Training Lead (University System of New Hampshire, Durham)** 7/24 to Present

- Created a detailed training strategy for the platform (HCM/FIN) implementation of Workday for the system, including outcomes, delivery platforms, modalities, timeline, user experience session and metrics.
- Created and launched a SharePoint training website “USNH Workday Resources” within first 30 days. Robust training content for ESS, MSS, HCM, FIN and faculty is continually added, in preparation for Dec 2024 HCM/FIN implementation.
- Lead a team of instructional designers in the design, development, and delivery of training for Workday HCM/FIN Implementation for over 10,00 users.
- Collaborated to create templates and processes for all modalities of training.
- Provide relevant graphics for various presentations to the system, steering committee and other leadership groups.
- Collaborate with subject matter experts (SMEs) and functional leads to test processes and design/develop training.
- Create and supervise training materials across modalities, including training videos, computer-based training modules (Articulate 360), job-aids, step-by-step guides, process flows and general overview of information and resources.
- Create process to track and catalog learning materials.
- Create training videos, including drafting scripts, recording the narration, capturing the process and editing the final video.
- Create Power BI dashboards for end-users, including Security Role Lookup, Worktag Crosswalk and Job Profiles Lookup.

**Workday Training Coordinator (University of Arkansas, Fayetteville)** **6/21 to 7/23**

- Lead a team of instructional designers in the design, development, and delivery of training for Workday ERP. Our focus is on adult learning, visual literacy, W3 accessibility and user experience.
- Collaborated with subject matter experts and functional leads to test processes and design/develop training.
- Created and supervised the creation of a variety of training materials including training videos, computer-based training modules, training manuals, process flows and web-pages.
- Created and implemented a strategic plan for the rollout of training in Workday Learning utilizing learning campaigns.
- Conducted both qualitative and quantitative analyses.
- Collaborated with SMEs for three successive iterations of Summer Activities Period Activity Pay (v)ILT.

**Workday HCM Training Coordinator (University of Arkansas, Fayetteville)** **2/20 to 5/21**

- Designed, developed, coordinated, and facilitated training for the implementation of the Workday ERP.
- Pivoted seamlessly to remote work and virtual training during the COVID pandemic.
- Created documentation (QRGs, guides, articles, emails) and training videos to train faculty/staff in Workday.
- Designed and created an internal SharePoint website to address Workday training needs for HCM and Finance, improving the overall training experience by centralizing resources.
- Developed a process to identify security roles for training scenarios.
- Collaborated with Human Capital Management (HCM) subject matter experts and functional leads.
- Participated in usability testing groups for Workday Releases.

**Online Instructor of Music (Freedom Project Academy)** **3/18 to Present**

- Designed innovative hybrid Music Theory & Appreciation course in Canvas LMS for online high school.
- Live classes are designed for active learning/listening. Asynchronous content focuses on theory drill and original videos.

**Content Designer (Wal-Mart, Inc.)** **5/19 to 1/20**

- Created content within an Agile framework, collaborating with stakeholders, subject matter experts and business partners.
- Designed and developed the first in a series of instructor-led-training courses (“Data Governance”), which included gamification of key principles. ILT was subsequently rolled out company-wide.
- Designed a computer-based-training module to introduce concepts in the importance of data, including speeches from the CEO (Doug McMillan) and the Chief Data Officer.
- Designed quality learning content in a variety of modalities, including instructor-led training, self-paced online learning, video scripting, gamification, infographics and job-aids.
- Projects included Workday video scripts, Great Workplace website, and a hands-on graduate student internship program.

**Instructional Designer (Granite Documents/Franklin Covey)** **8/18 to 7/19**

- Created updated training guides for the Franklin Covey Time Management series, including both Microsoft and Google.
- Designed high-school leadership course using active learning. The course opened with discussion and the mapping of the four essential roles of leadership onto the expedition of Erik Weihenmayer, the first blind person to summit Mt. Everest.

**Online Program Coordinator (University of Arkansas, Fayetteville - Global Campus)** **1/17 to 8/18**

- Coordinated curriculum approval, course development and ongoing support for course revision and delivery.
- Designed Access database and set up automation with Power Pivot tables for online course development process.
- Created on-boarding and training materials SOP (manuals, job-aids and instructional video content).

**Project Manager (Wal-Mart Corporate)** **4/16 to 1/17**

- Served as Project Manager for the Win7 to XP migration.

**Choral Program Director (Crowder College)** **9/08 to 6/15**

- Directed collegiate choral ensembles: Chorale (un-auditioned) and Chamber Choir (auditioned). Directed performance group in evenings of musical theatre and opera scenes.
- Under my direction Crowder Choirs doubled in size, with a significant increase in Crowder music graduates.
- Designed, developed, and taught hybrid Fundamentals of Music using state of the art music theory software.
- Designed, developed, and taught online Music Appreciation course in Blackboard. Utilized Screencast and Camtasia.

**Communications Specialist (Sam’s Club Corporate - Operations Support)** **10/07 to 9/08**

- Designed web pages for the company VPN using Macromedia Dreamweaver and Fireworks.
- Trained team members in Dreamweaver and Fireworks.