

Key Points

Seasoned Instructional Designer and Trainer with broad customer service experience and administrative support in higher education and corporate environments who has a creative eye through various lenses.

- Able to perform autonomously or within small and large groups, even remotely.
- Adaptable to different work environments, styles, and expectations.
- Analytical, organized, systemic, process-oriented and keen attention to detail.
- Creative, innovative, and design-thinking mindset with robust technical abilities.
- Direct training experience with in-person and online facilitation.
- Personable conversation style with strong oral and written communication skills.
- Self-starter with an autodidactic mindset and efficient baseline process.
- Service-based professional and dependable work ethic.
- Strives for quality in the design, development, and production of effective instructional materials.

Professional Vision

To design and develop world-class courses and training initiatives within corporate and education settings by consulting and mentoring stakeholders, redesigning curriculum and processes, and incorporating technology for a superior learning experience.

Skills & Technologies

Skills

Communication, Copyright, Course Design, Graphic Design, Instructional Materials, Instructional Systems Design, Process Analysis, Project Management, Technical Writing, Web Design & Accessibility

Technologies

Adobe CC (Acrobat, Dreamweaver, PS), Articulate Rise 360, Audacity, Amazon Web Server (AWS), Canva, Camtasia, Learning Management Systems, Google Suite, Microsoft Office, SaaS, Snagit, WordPress

Fieldwork Experience

Learning & Development Manager

November 2022 – September 2023

K16 Solutions — Scottsdale, Arizona

- Authored and managed the technical documentation and training courses for company curriculum, such as archiving, migration, and video services processes utilized by various roles, such as application developers, data engineers, system administrators, marketing personnel, and management.
- Developed a performance review process, including a fillable form for team members, instructions for team members and managers, as well as standard operating procedures.
- Developed courses and learning materials for workshops, groups, and one-on-one training sessions for both onboarding, organizational processes, and company topics.
- Led onboarding and training of at least 20 new team members regarding company-related (people operations) and department-related (i.e., archive and migration) processes.

Learning Management System Migration Administrator

July 2021 – November 2022

K16 Solutions — Scottsdale, Arizona

- Administered, managed, and tested the features and functions of multiple Learning Management System platforms.
- Developed a standard template for Quality Assurance (QA) tracking in Microsoft Excel containing instructions, special form fields, and data validation (drop down) options.
- Performed Learning Management System migration tasks involving script executions in Amazon Web Server (AWS) and technical troubleshooting within platforms.

Senior Instructional Designer

July 2019 – July 2021

Curriculum Instructional Developer (contract)

October 2020 – December 2020

Chamberlain University (Adtalem Global Education) — Chicago, Illinois

- Authored instructional guides, content, and standard operating procedures regarding accessibility, copyright, and permissions for department and academic use.
- Developed and updated simple media interactives, performed minor audio/video editing, and created graphic design elements.

Instructional Designer III

June 2018 – July 2019

Instructional Designer II

June 2016 – June 2018

Adtalem Global Education (Corporate Headquarters) — Chicago, Illinois

- Advised and assisted the curriculum authors and subject-matter experts in the most appropriate use of educational media and technology tools to enhance instruction and create new and engaging learning environments.
- Conducted needs assessments, identified learner gaps, analyzed data, and made recommendations for content enhancements and/or improvements to further increase learner engagement and close learner gaps.

Formal & Professional Education

Certificate: Certification in Corporate Instructional Design and Online Learning Development <i>Badges Earned:</i> Storyline, Canva, Camtasia, and Learning Design (2022) IDOL courses Academy — Atlanta, Georgia	In Process
Master of Science: Education (Instructional Design & Technology) — GPA 4.0	May 2014
Master of Arts: Communication — GPA 3.6 (GPA for both degrees: 3.71)	May 2014
Bachelor of Science: Hospitality & Tourism Management — GPA: 3.25	May 2011
Purdue University Calumet (Northwest) — Hammond/Westville, Indiana	
Associate of Applied Science: Hospitality Administration	May 2009
Associate of Applied Science: Business Administration <i>Magna Cum Laude</i> , GPA for both degrees: 3.77	
Technical Certificate: Management	
Ivy Tech Community College of Indiana — Northwest Region	

Discover More

As a life-long learner and educator, Alex follows the motto **Always Learning, Always Teaching** and he continually seeks new challenges that will help him grow personally and professionally.

Navigate to his portfolio site to find out more about his experience as well as his digital showcase.