

## Résumé

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**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.**

With over a decade of experience in the education sector, Alex is an enthusiastic and creative learning and development expert. In his many Instructional Design, Curriculum Development, Educational Technology and Training roles, he has been responsible for creating and managing learning plans, developing courses and instructional materials, mentoring and coaching team members, and generating reports and insights to drive organizational change. He has a strong background in instructional design, content development, technical writing, and learning management system administration. He has successfully designed and developed world-class courses and training initiatives for various clients and stakeholders, using effective instructional design principles and adult learning theories.

## Top Competencies, Skills & Technologies

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### Competencies

- Able to clearly and concisely articulate complex concepts for a variety of audiences.
- Adaptable to different work environments, styles, and expectations.
- Can break down complex concepts, tasks, or problems into more simple, understandable language and action plans.
- Capable of assessing and analyzing data.
- Excellent decision-making and problem-solving skills.
- Exceptional verbal and written communication skills.
- Exemplary leadership, motivational, and interpersonal skills.
- Innovative and flexible thinker who is comfortable suggesting solutions and willing to take risks.
- Self-starter with an autodidactic mindset and efficient baseline process.
- Superior organization skills and advanced record-keeping skills.

### Skills

Accessibility, Consulting, Copyright & Fair Use, Course Design, Customer Service, Educational Technology, HTML/CSS, Interpersonal & Organizational Communication, Instructional Systems Design, OSCQR (OLC), Project Management, Quality Matters, Software Documentation, Technical Writing, Training Development

### Technologies

Adobe CS6 & CC (Acrobat DC, Dreamweaver, Photoshop), Amazon Web Services (AWS), Articulate Rise 360, Canva, Camtasia & Snagit, Cloud Storage Systems, Git, Google Suite/Workspace, H5P, HR Systems, Learning Management Systems, Microsoft Office Suite, Project Management Systems, SaaS, Survey Systems, Technical Content Systems, Virtual Meeting Platforms

## Preview of Expertise

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### Instructional Design & Development

- Advised academics, curriculum authors and subject-matter experts, and key stakeholders with the most appropriate use of educational media, collaboration tools, and assessment methods to enhance instruction, evaluation, and support active and engaging learning environments.
- Conducted needs assessments, identified learner gaps, analyzed data, conducted quality reviews, and made recommendations for content enhancements and/or improvements to further increase learner engagement and ensure existing design standards (i.e., navigation, UX, Universal Design) were met.
- Designed and revised course content and learning activities ensuring material aligned with learning standards, terminal course objectives and university curriculum design principles.
- Provided editorial and instructional design services on internal and external (client-facing) documentation while maintaining brand standards (fonts, styling, colors, etc.).

### Project Management

- Independently managed and tracked course-level and/or project-level management tasks across multiple projects intended for design, while providing exceptional, world-class customer service in an agile environment.

- Scheduled course kickoffs, check-ins, working sessions, live reviews, and signoff calls for project developments and communicated design notes, milestones and timelines, and feedback to stakeholders.

### **Curriculum Development & Instruction**

- Authored and managed the technical documentation and training courses for company curriculum, such as archiving, migration, and video services processes utilized by various roles.
- Authored instructional guides and content regarding accessibility, copyright, and permissions for department and academic use.
- Developed, planned, coordinated, and conducted user support training (workshops and seminars), and documentation (instructional materials and videos) for a university Learning Management System.
- Designed and developed up to 40 courses per year through various overlapping development cycles at various academic institutions.
- Discussed Quality Matters (QM) Standards with academic partners and key stakeholders to ensure standards were met through analysis and review of course content.

### **Training**

- Created and managed detailed training plans/schedules and 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.
- Developed courses and corporate training curriculum that aligned with principles for effective instructional design and adult learning for workshops, groups, and one-on-one training sessions for onboarding, organizational processes, and company topics.

### **Management & Organizational Development**

- Assessed, evaluated, and identified individual, team, and organizational learning performance and development needs for additional, specialized, or adaptive instruction.
- Coordinated with teams and stakeholders to address marketing research and analysis, regulatory issues, industry trends, competitive landscape, unique differentiators, relevant data, instructional framework options, and core themes and topics for product development.
- Interviewed team members and analyzed feedback regarding organizational and training processes.
- Supported client, company, and regulatory audits and coordinated with management teams to ensure curriculum was up-to-date and compliant while maintaining records of completed training.

### **Collaboration & Mentorship**

- Collaborated with the development team in developing, continually refining, and disseminating standards, templates, tools, and best practices for instructional design and development of instructional media.
- Established positive working relationships with stakeholders while maintaining open communication and feedback of outcomes.
- Served as the accessibility, copyright, and permissions champion of an Instructional Design team.

### **Educational Technology**

- Developed and maintained online web-based resources (i.e., tutorials, reference material, design standards, content resources, templates, and announcements) and course content using responsive design (HTML) templates.
- Performed Learning Management System troubleshooting for course templates, user enrollments, batch processes and functionality errors, and course management while assisting with product, tool, and service pack pilots, testing, and troubleshooting on the development or QA platforms.
- Piloted and researched new industry-leading instructional technologies for use within courses and the university Learning Management System.

### **LMS Administration & Migration**

- Assigned system hierarchy, delegated module administration, performed copies, backups or archives of content, and created and merged courses/enrollments within a Learning Management System.
- Assisted with Learning Management System migration efforts with tasks ranging from end-user support, quality assurance, script executions, content migration, technical troubleshooting, and content re-design.
- Provided technical assistance for an academic Learning Management System as a system support administrator and coordinated with lead administrators on the overall operation, administration, and functionality of the LMS.

## **Fieldwork Experience**

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### **Learning & Development Manager**

November 2022 – September 2023

K16 Solutions — Scottsdale, Arizona

### **Learning Management System Migration Administrator**

July 2021 – November 2022

K16 Solutions — Scottsdale, Arizona

### **Senior Instructional Designer**

July 2019 – July 2021

### **Curriculum Instructional Developer (contract)**

October 2020 – December 2020

Chamberlain University (Adtalem Global Education) — Chicago, Illinois

**Instructional Designer III**

June 2018 – July 2019

**Instructional Designer II**

June 2016 – June 2018

Adtalem Global Education (Corporate Headquarters) — Chicago, Illinois

**Instructional Designer II (contract)**

September 2014 – June 2016

LaSalle Network — Chicago, Illinois

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### Formal & Professional Education

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**Certificate:** Certification in Corporate Instructional Design and Online Learning Development In Process

*Badges Earned:* Storyline, Canva, Camtasia, and Learning Design (2022)

**IDOL courses Academy — Atlanta, Georgia**

**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, Indiana**

**Associate of Applied Science:** Hospitality Administration May 2009

**Associate of Applied Science:** Business Administration

*Magna Cum Laude*, GPA for both degrees: 3.77

**Technical Certificate:** Management

**Ivy Tech Community College of Indiana — Northwest Region**