

PROFESSIONAL SUMMARY

Senior Instructional Designer and learning professional with expertise in designing and delivering engaging, performance-focused learning solutions. Experienced in learning strategy, curriculum development, LMS administration, technology integration, and end-to-end instructional design. Skilled at translating complex business needs into practical learning experiences, partnering with stakeholders and subject matter experts, and managing projects from concept through implementation. Combines strategic thinking, creative problem-solving, and technical expertise to improve learner engagement, performance, and business outcomes.

CORE SKILLS & TECHNOLOGIES

- Instructional Design & Learning Experience Design
- Curriculum & Learning Program Development
- eLearning Development & Interactive Learning
- Learning Management Systems (LMS) Administration
- Performance Support & Training Solutions
- Stakeholder & Subject Matter Expert Collaboration
- Project Management
- AI-Enabled Learning & Content Development
- Articulate Storyline & Rise 360
- Adobe Creative Cloud
- Adobe Captivate
- Camtasia & Snagit
- Vyond
- Canva
- Microsoft 365 & Teams, Zoom
- Video Editing, Graphic Design & Multimedia Development
- ChatGPT & AI-Enabled Applications
- Kahoot!

PROFESSIONAL EXPERIENCE

Instructional Designer

2021 - Present

RDI Corporation | Remote

- Designed and developed performance-focused curricula and learning solutions that improved comprehension, knowledge retention, and on-the-job application.
- Partnered with clients, stakeholders, and subject matter experts to identify performance needs and develop targeted learning solutions for customer service and call center environments (B2B).
- Designed multimedia learning experiences incorporating video, audio, animation, graphics, and AI-enabled tools to increase learner engagement and support diverse learning needs.
- Led the development and continuous improvement of curricula, course structures, and instructional approaches across a broad range of business and performance topics.
- Administered and optimized the organization's Learning Management System (LMS), supporting course deployment, learner management, reporting, and the overall digital learning experience.

Marketing Specialist & Instructional Designer

2020 - 2021

Wizer Security Awareness | Remote

- Ghostwrote cybersecurity awareness blog content, translating technical security concepts into clear, engaging content for non-technical audiences.
- Designed realistic simulated phishing emails and social engineering scenarios for client security awareness and phishing-testing programs.
- Supported customer onboarding and implementation, helping clients effectively adopt and utilize security awareness training solutions.
- Created and managed digital communications and email campaigns through Mailchimp, along with graphics, video, and localized social media content.

Instructional Designer & eLearning Administrator
Edward Rose & Sons | Bloomfield Hills, MI

2019 - 2020

- Designed and developed interactive eLearning solutions in Adobe Captivate for a 3,000+ employee organization, supporting learning needs across multiple departments.
- Partnered with HR and business stakeholders to develop and deploy compliance and organizational training programs.
- Administered the LMS, managing course deployment, learner access, content, reporting, and system operations for 3,000+ users.

Help Desk Administrator
Edward Rose & Sons | Bloomfield Hills, MI

2012 - 2020

- Analyzed help desk and technology data to identify trends, performance gaps, and opportunities for software, hardware, and training improvements.
- Configured and administered the Dell KACE help desk ticketing system and supported technology operations, asset management, software licensing, and hardware inventory.
- Managed relationships with external technology vendors and partners to support organizational technology needs.
- Created the organization's first interactive employee newsletter, introducing a new digital communication channel for company information and resources.
- Presented technology initiatives at company-wide meetings.

EDUCATION & RECOGNITION	
USCXA 2026 Gold Award - Best Learning and Development	2026
Investigative Genetic Genealogy Association - Founding Advisor	2026
USCXA 2024 Gold Award - Best Learning and Development	2024
RDI Training MVP - Interactive Content Design	2022
Adobe Captivate Basic & Advanced Authoring - New Horizons	2017
Associate of Applied Science, Computer Networking - University of Phoenix	2012