Hi, I'm Anne Hart.

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SUMMARY

Results-driven Content Management and Design professional and Learning Management Systems Administrator, specializing in training and technology integration. Proven track record in developing innovative solutions that enhance user engagement and drive customer satisfaction. Core competencies include project management, instructional design, and creative problem-solving. Aiming to utilize a comprehensive skill set to make significant contributions within a dynamic team environment.

SKILLS

- Remote office availability
- Time management
- Flexible and adaptable
- MS office
- Customer service
- Critical thinking
- Video editing, graphic design, interactive media

- Adobe creative suite
- Articulate Storyline & Rise 360
- TechSmith - Camtasia & Snagit
- AI - In-house, ChatGPT, various AI enabled applications
- Kahoot
- Vyond
- Canva

EXPERIENCE

Instructional Designer   08/2021 - Current
RDI Corporation *Cincinnati*, *OH*

- Developed curriculum and learning materials to increase comprehension
- Worked closely with clients to develop training content to support call center agents
- Developed multimedia elements such as video clips, audio files, animations and graphic for course delivery with and without the use of AI
- Developed and improved curricula, course formats and lesson presentations for diverse topics
- Management of company's Learning Management System

Marketing Specialist and Instructional Designer   03/2020 - 08/2021
Wizer Security Awareness

- Blog writing
- Developed spam messages for phishing test initiatives
- Mass email campaigns through MailChimp
- Customer Onboarding
- Graphic design, video editing, and translating content for social media
- Custom Instructional Design training content

Instructional Designer and LMS Administrator   09/2012 - 03/2020
Edward Rose & Sons *Bloomfield Hills*, *MI*

- Created interactive training modules and managed LMS for 3,000 internal team members using Adobe Captivate

- Worked with HR to deliver compliance related courses for team members

As the Help Desk Administrator, I:
- Configured help desk ticketing system using Dell KACE
- Generated and evaluated reports to assess needs for software, hardware, and training
- Maintained vendor partner relationships
- Authored company's first interactive newsletter
- Created training documents to enhance technological proficiency within the team
- Created and maintained licensing and hardware inventory
- Presented at company meetings and facilitated training sessions

EDUCATION AND TRAINING

Adobe Captivate Basic & Advanced Authoring
New Horizons
01/2017

Associate of Applied Science: Computer Networking
University of Phoenix, Arizona
06/2012

ACCOMPLISHMENTS

- **USCXA 2024 Gold Award for BEST Learning and Development**
- **RDI December 2022 Training MVP** for Interactive Content Design

REFERENCES

References available upon request.