

Learning Management System Administrator

Highly analytical and accomplished professional with substantial experience in all facets of Learning Management System (LMS), E-Learning, tailored instructional designs, curriculum development, and advanced technology integration to confirm success of learning programs and training initiatives.

Proven success designing, developing, and delivering interactive learning solutions. Demonstrated ability to align all learning initiatives with organizations objectives and visions. Instrumental in leveraging agile methodologies and eLearning technologies to develop and deploy dynamic training programs. Strong track record in evaluating training effectiveness and refining strategies to optimize learner outcomes. Proficient in monitoring and adjusting course content based on analyses of learner feedback. Diligent in ensuring all content meets standards of quality and accessibility. Passionate about lifelong learning and modern learning strategies. Collaborative team player with excellent interpersonal skills, dedicated to fostering a dynamic and inclusive learning environment.

Areas of Expertise

- Instructional Design
- Digital Transformation
- eLearning Technologies & Tools
- Course Content Management
- Web Design & Development
- Team Leadership & Development
- Learning Management Systems (LMS)
- Layout Design & User Interface (UI)
- User Support & Training
- Teaching & Academic Advising
- Project Management
- Curriculum Development
- Video Production
- Graphic & Visual Design
- Integration & Customization

Professional Experience

Pennsylvania Coalition Against Domestic Violence (PCADV) - Harrisburg, PA

E-Learning Specialist

2023 — Present

Execute activities related to design and development of custom online learning and awareness solutions for domestic violence advocates. Collaborate with cross-functional teams to create interactive and visually appealing online modules. Provide technical support to end-users for accessing and navigating e-learning content. Research new technologies or tools to improve e-learning content delivery.

- Conducted needs assessments and measured learning outcomes and program effectiveness.
- Devised and integrated Artificial Intelligence tools to speed up the course development process.
- Integrated multimedia elements, including graphics, videos, and animations, to enhance learning experience.
- Created SCORM files with A360 and used Adobe CC to make graphical learning assets for presentations, marketing, and continuing education.
- Pioneered development of course and summarization of complex material on Conflict of Interest for domestic violence programs across the state of Pennsylvania.
- Contributed to leadership training on approachability and documented company culture while capturing organizational voice and passion for helping domestic violence survivors.

Mortenson Dental Partners (MDP) - Louisville, KY

Instructional Designer & LMS Administrator

2021 — 2023

Collaborated with Subject Matter Experts to develop job aids, videos, web pages, and multimedia presentations, enhancing the learning experience for clinical and administrative team members across nationwide dental practices. Led course creation and tracked key metrics to ensure corporate compliance. Steered corporate learning management system, managing user profiles, permissions, and custom content based on job roles.

- Crafted materials and implemented tracking system within the LMS to ensure MDP practice managers' compliance with last-minute requests, mitigating potential fines.
- Diligently addressed and resolved LMS issues, conducting thorough research on functionality and proposing innovative technology solutions for both learning and company initiatives.
- Managed creation of unique role leveraging technical talents, overseeing LMS administration, and delivering on-site technical support for learning initiatives, a novel addition to MDP.

- Developed comprehensive learning materials for in-house mail order clear aligners initiative. Facilitated adoption by assisting practices in overcoming barriers, utilizing analysis and deep understanding of dental practices and technologies. Employed existing 3D scanners to capture and transmit crucial data to orthodontists, facilitating direct mail orders for clear aligners to patients' homes.

University of Kentucky HealthCare - Lexington, KY

Academic Support Technologist I

2018 — 2021

Performed functions related to drafting of comprehensive documentation and training materials for academic technologies, catering to clinical faculty, staff, and medical students. Assisted medical students in resolving technology issues, primarily focusing on laptop support, and escalated as needed. Utilized web programming skills to develop basic web resources for independent faculty projects.

- Created interactive, PDFs, and tutorials for various technologies such as CAE Learning Space, Echo360, Zoom, and Canvas.
- Provided essential A/V support for College of Medicine classrooms, student laptops, and other equipment. Spearheaded a project with anatomy faculty to develop an interactive version of the human body's skeletal system, aiding students in their study of anatomy.
- Played a pivotal role in the expansion of the College of Medicine to Bowling Green and Northern Kentucky, collaborating with remote campus staff and fellow technologists.
 - Led software support for CAE Learning Space.
 - Produced multimedia content, including video and audio recordings, for courses within the College of Medicine.
- Pioneered the development of faculty professional development initiatives by collaborating with healthcare physicians dedicated to teaching.
 - Employed web programming and online course authoring tools to address their specific needs, effectively preparing other physicians for medical education.
 - Introduced this service for the first time, breaking down barriers within the office of medical education.
- Successfully dismantled another obstacle by partnering with anatomy and neuroscience faculty and creating interactive resources to enhance medical students' understanding of anatomy and physiology.
 - Focused on the chemical pathways of the Basal Ganglia, elucidating how Huntington's and Parkinson's diseases manifest in these pathways.
 - Implemented drag-and-drop feature to aid students in identifying the chemical pathways affected by diseases.

Eastern Kentucky University - Richmond, KY

Instructional Designer

2016 — 2018

Delivered exceptional support by creating engaging multimedia and eLearning content for ECU Online, ensuring a dynamic and effective online learning experience. Demonstrated expertise in troubleshooting and resolving LMS issues and errors, contributing to the seamless functionality of online courses.

- Conducted comprehensive reviews of courses to ensure alignment with Quality Matters standards, maintaining a commitment to excellence in online education.
- Designed course layouts and shells within the Blackboard Learning Management System (LMS), optimizing the virtual learning environment for students and faculty.
- Played a key role in faculty professional development by conducting training sessions on various topics, including Quality Matters, G Suite, and multimedia production.

Western Kentucky University - Bowling Green, KY

Adjunct, Computer Information Technology

2016 — 2017

Developed and instructed CIT 302 Web Development courses utilizing the Blackboard platform. Created comprehensive course content and supplementary resources to facilitate effective learning for students.

- Coached and advised students on course materials, ensuring success in the web development curriculum.

Kentucky Community and Technical College System

Adjunct Faculty

2015

Instructed two introductory computer courses in an online format. Actively participated in Compliance Assist to establish and measure Student Learning Outcomes (SLOs), ensuring alignment with educational standards and objectives.

- Fostered student engagement through online discussion boards, journals, projects, and assessments, creating an interactive and participatory learning environment.

[Hazard Community and Technical College - Hazard, KY](#)

[eLearning Specialist, Round 4 TAACCCT Grant](#)

2015

Produced media content, incorporated videos, edited voiceovers and audio, and researched Open Educational Resources (OER) for course lessons using Storyline.

- Engaged in Quality Assurance for multiple online courses, conducting thorough reviews to ensure adherence to KCTCS formatting standards and best practices within the Blackboard platform.

[Elizabethtown Community and Technical College - Elizabethtown, KY](#)

[Adjunct Faculty - Computer Information Technology](#)

2015

Developed online courses in adherence to KCTCS best practices, ensuring a high-quality and effective learning experience for students.

- Instructed online courses in Applied Internet Technologies and Internet Technologies.

[Kentucky Community and Technical College System - Elizabethtown, KY](#)

[Assistant Professor](#)

2013 — 2014

Conducted lectures and prepared instructional materials for diverse computer classes, including Introduction to Computers and Web Development. Utilized Blackboard and other technologies to deliver course content effectively to students, in both online and traditional classroom settings.

- Participated in extracurricular activities, involving campus organizations and engaging in ongoing professional development opportunities.

[Additional Experience](#)

[Instructor](#) | Kentucky Community and Technical College System - Elizabethtown, KY

[Graduate Assistant for Information Systems](#) | Morehead State University - Morehead, KY

[Staff Writer](#) | Advocate-Messenger - Danville, KY

[Education](#)

[MS in Computer Information Systems](#)

Morehead State University - Morehead, KY

[BA in Journalism, Minor in Sociology](#)

Eastern Kentucky University - Richmond, KY

[Professional Development](#)

[ATD eLearning Development | 2023 to Present](#)

[Applying the Quality Matters Rubric | 2016 to Present](#)

Certification from Quality Matters to review online courses using the QM rubric

[Peer Reviewer Training | 2016 to Present](#)

Certification from Quality Matters to participate in official QM reviews nationwide

[Microsoft - Installing and Configuring Windows 10, 2019](#)

MCID: 15478903

[Master Reviewer Course, 2018](#)

Certification from Quality Matters to chair official QM reviews nationwide

[Technical Proficiencies](#)

Articulate Storyline 2 | HTML5 | CSS | Camtasia & Snag-It | SoftChalk | Photoshop | Premiere | Microsoft Office | Google Docs | Blackboard | Canvas | D2L/Brightspace | Windows 7/8 | Mac OS X | Zoom | Blackboard Collaborate | Javascript | PHP | Adobe Captivate | MySQL | Adobe Illustrator | Adobe InDesign | Adobe Creative Suite | Adobe InDesign | SCORM | ADDIE