

Jessica A. Henze

Instructional Designer - eLearning Developer - Learning and Design Specialist

(262)993-4004 - Deer Lodge, MT - jessica.henze@gmail.com

www.jessicahenze.com - [linkedin.com/in/jessica-henze](https://www.linkedin.com/in/jessica-henze)

Executive Summary

Instructional designer with a passion for designing training from beginning to end. Motivated individual that thrives in dynamic environments, showcasing autonomy and adaptability while providing effective instructional materials with personal accountability for deliverables and timelines. Effective collaborator, communicator, and facilitator fostering learner-centered experiences that promote engagement and retention.

Technical Skills

Articulate Storyline 360 - Articulate Rise 360 - Microsoft Office 365 - Google Workspace - Camtasia - Learning Management Systems (LMS) - WellSaid Labs - Vyond - Canva - Jira - Confluence - Amazon Polly - ChatGPT

Professional Skills

Needs Assessment - ADDIE - Curriculum Development - Design Documents - Storyboarding - Instructional Design - Adult Learning Principles - Training Development - Project Management - Gamification - Quality Assurance - Evaluation - eLearning Development - Job Aids - Virtual Instructor Led Training (vILT) - Branching Scenarios - Microlearning - Instructor Led Training (ILT) - Content Development - Video Editing - Collaboration - Technical writing - Course Design - Prompt engineering - Accessibility standards (Section 508/WCAG 2.1)

Professional Experience

Instructional Systems Designer *CPaT Global* *7/2024 - present*

- Collaborates seamlessly with SMEs to transform complex technical manuals into interactive microlearning solutions for the aviation industry.
- Participates in project planning, risk mitigation assessments, and mentors contractors to ensure instructional design best practices and project success.
- Leverages AI tools, including writing custom GPTs to enhance productivity, optimize content development, and improve learner engagement while reducing cognitive load for adult learners.
- Conducts multi-faceted and detailed quality assurance reviews to ensure instructional accuracy, clarity, and accessibility for all learners.
- Develop and deliver training to provide professional development for topics such as quality assurance, how to use custom GPTs, and project management software.
- Takes on additional roles as needed to ensure the project's timeline is met with fidelity.

Learning & Design Specialist *Jessica Henze Instructional Design* 5/2023 - present

- Collaborate with SMEs to identify learning objectives and validate content; design an eLearning course in Rise, and author storyboards and narration scripts in Vyond.
- Create branded course templates in Canva and converted Google Slides presentations into 508-compliant self-paced learning with voiceover options; design quizzes and knowledge checks to align with learning objectives.
- Use Camtasia to edit videos for on-demand learning and communicate regularly with stakeholders through email and virtual meetings.

Instructional Facilitator/Educator *Deer Lodge School District* 7/2015 - 8/2024

- Designed instructional content by breaking down complex concepts into digestible modules for learners to increase retention and application.
- Delivered ILT and vILT training to support colleague development.
- Conducted needs analysis and collaborated with SMEs and stakeholders to create learning objectives, select appropriate modalities, and develop assessments aligned with desired outcomes.

Instructional Facilitator/Educator *Montana Digital Academy* 9/2018 - 8/2024

- Developed instructional resources with multimedia and interactive elements to enhance learner engagement and translate complex technical content into accessible, user-friendly training.
- Applied feedback from managers, SMEs, and learners to ensure training materials were accurate, effective, and current

Course Design Contractor *Intelitek* 4/2015 - 7/2015

- Collaborated virtually with colleagues to design a gamification eLearning course; Deliverables included a course outline, learning objectives, and learning activities.
- Utilized project management skills to ensure stakeholders met benchmark deadlines in order to keep the project on the set timeline.

Related Volunteer Experience

Deer Lodge Youth Board 2017 - Present

- Planned and coordinated a minimum of 8 activities and events with colleagues for learners.
- Designed and developed print and social media flyers in Canva to advertise events.

Montana Science Teachers Association 2015 - 2024

- Designed, developed, and facilitated ILT and vILT for members of a professional organization.

Education

Applied Instructional Design Academy *Learning Strategy and Design*

Credentials in Instructional Design, eLearning Development, Storyline, Rise

Master of Art (M.A.) in Biology Education *Western Governors University*

Master of Education (M.Ed.) in Instructional Technology *Cardinal Stritch University*

Bachelor Degree (B.S.) in Elementary/Middle Education *University of Wisconsin - Milwaukee*