

Mishaun Cannon

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708.917.5195 | [My Professional Portfolio](#)

PROFESSIONAL SUMMARY

Consultative and visionary user experience designer who leveraged a 15-year career as a Residency Training Coordinator at Rush University Medical Center to build a new career path in instructional design. As a passionate and accomplished designer, I develop and facilitate dynamic learning solutions across all learning mediums (ILT, VILT, eLearning, microlearning, multimedia etc.). My adherence to educational and project management best practices has helped me guarantee a career of successful learning outcomes. With extensive experience developing training content across various areas (leadership, sales engagement, professional development, technology, and healthcare), I am an ideal fit for any organization.

SKILLS AND TECHNOLOGY COMPETENCIES

- ADDIE, SAM, Dick/Carey, PMP for ID
- LMS/CMS Technologies, Adult Learning Theories
- 508c Compliance Standards, Front-end Analysis
- Instructional maps, diagrams, storyboards
- Microsoft Office 365, Project, Visio
- Articulate 360, Captivate, SCORM Cloud
- Vyond Studio, Camtasia, Adobe Acrobat
- Adobe Connect, Zoom, WebEx, Smartsheet
- Blackboard, Moodle, Snagit, SharePoint
- SharePoint, Survey Monkey, Survey Gizmo

EDUCATION

- Concordia University Chicago (River Forest, IL) – 4/2015 to 12/2016
Master of Science, Instructional Design and Technology
- Governors State University, Department of Education (University Park, IL) – 12/2013 to 12/2015
Graduate-level Certification, Online Teaching and Learning (ONTL)
- Chicago State University (Chicago, IL) – 4/2007 to 12/2012
Bachelor of Art, Information Technology and Minor: Management Information Systems

WORK EXPERIENCE

Walker Healthforce, Bloomfield Hills, Michigan - Remote

06/23 to 12/23

Lead Instructional Design Consultant at BCBS of Michigan

RESPONSIBILITIES

- Worked with Sales, Learning, and Development leaders to analyze the New Hire Training Program. My analysis yielded the following results:
 - Overall training program duration was decreased by 24 hours
 - New Hire Training SharePoint was visualized and implemented to compartmentalize all new hire training content for a more user-friendly experience
 - Created a hybrid course (VILT and self-paced, microlearning videos) on Project Management and Salesforce Engagement for Sales Professionals
 - Conducted a train-the-trainer session for Training Specialists responsible for teaching the course

National Association for Healthcare Quality, Chicago, Illinois - Hybrid

07/22 to 02/23

Instructional Designer

RESPONSIBILITIES

- Worked with healthcare quality SMEs to develop an accredited eLearning course (Ethics in Healthcare Quality) for healthcare quality professionals
- Worked with educational leaders to brand and design the course template using Articulate Storyline 360
- Created a SharePoint hub for collaboration on project work and course development

RoundPoint Mortgage Servicing Corporation, Charlotte, North Carolina - Remote

03/21 to 06/22

Lead Corporate-track Instructional Designer

RESPONSIBILITIES

- Exceeded my compliance training goals by developing and updating 40+ corporate compliance training projects (eLearnings, VILTs, training and communication videos, technical training guides and job aids, and syllabi for role-specific training). Content areas of focus – leadership training, professional development workshops, corporate compliance, and other HR and organization-wide initiatives
- Selected as a member of the Leadership Training Team and collaborated with department leaders to develop mentorship training content and launch and communicate the virtual mentorship training program for the organization
- Managed the virtual professional development workshop program. Developed workshop content, managed each workshop project, and co-hosted 7 virtual professional development workshops for employees, across the organization

TransTech IT Staffing, Itasca, Illinois - Hybrid

05/19 to 12/20

Instructional Design Consultant at HCSC (worked across the 5 BCBS state companies)

RESPONSIBILITIES

- Worked on the Sales Engagement Team and developed various training content across the organization
- Network Solutions Department – Developed a Fee-for-Value (FFV) onboarding training program
- Contract Administration – Developed terminology flashcard eLearning, project management VILT, and several microlearning videos, graphics, and documents
- Enterprise Network Information – Developed a Network Information Requester Dashboard (NIRD) software training and communication video

Residential Real Estate Council, Chicago, Illinois

07/17 to 03/19

Instructional Designer

RESPONSIBILITIES

- Worked in the Department of Education and Professional Development and helped expand the association's educational portfolio by developing new educational programs and offerings (ILTs, VILTs, and eLearnings) for top real estate brokers and agents across the U.S.
- Developed the broadly successful Virtual Pro Program which allowed brokers and agents to achieve their CRS designation educational goals faster, improving the designation achievement rate by well over 50%.
- Converted 8 ILT courses into 8 VILT courses for the Virtual Pro Program
- Formed and led the Virtual Pro Task Team to help communicate the new Virtual Pro Program across the organization - fueling branding, sponsorship, and mentorship initiatives

DHL eCommerce America

08/16 to 03/17

Instructional Designer

RESPONSIBILITIES

- Developed COMPASS leadership training, a 2-day, instructor-led training workshop for Operations Managers across DHL eCommerce America. The workshop contained Everything DiSC training content repurposed for DHL. Completed Everything DiSC Training to prepare for COMPASS content development
- Conducted a train-the-trainer session for Learning and Development Training Specialists who needed to facilitate the COMPASS course
- Developed an Operations Trainer Onboarding Guide and hybrid training program (60% web-based training content and 40% hands-on functional operations training) to help Operations Trainers become orientated in their new leadership roles