

A FEW ACHIEVEMENTS

- ★ **ROI-Bringer**  
2023 Ericsson Wireless Solutions Impact Award Winner
- ★ **Analysis Master**  
Conducted 2 global needs assessments for partners and customers since 2022
- ★ **Instructional Design Leader**  
Led the team in the design of full real estate licensing curriculum for two states—Oregon (150 hrs) and Louisiana (135 hrs)

AREAS OF EXPERTISE

- Adult Learning Methodologies
- Analysis and Performance Improvement
- All Phases of Instructional Design
- Curriculum Development
- Technical Training
- Sales Enablement
- Training & Development
- Project Planning & Management
- Client Relationship Management
- Remote Collaboration

TECHNICAL SKILLS

- Articulate 360 (and other rapid authoring tools)
- Adobe Creative Suite
- LMS Systems
- Photo Editing Apps
- Google Workspace
- Collaboration Tools (such as Microsoft Teams and Asana)

EDUCATION

- MS in Engineering, Instructional, & Performance Technology**  
Boise State University
- Bachelor of Arts in English Literature**  
University of Oregon

PROFILE

Results-driven Senior Instructional Designer with over 20 years of diverse experience in dynamic business environments. Expert in all phases of instructional design, creating training programs that drive organizational excellence. Proven ability to manage multiple projects across instructor-led, e-learning, microlearning, and blended learning formats. Hands-on leader with excellent communication, organization, analytical, active listening, multitasking, and problem-solving skills.

EXPERIENCE

SENIOR INSTRUCTIONAL DESIGNER

- ERICSSON**
- NOVEMBER 2021 – PRESENT
- Performs comprehensive global analyses to identify performance and learning gaps then recommend targeted interventions.
  - Designs and delivers instructional solutions using proven methodologies to meet learning objectives.
  - Manages multiple projects, leading cross-functional teams in creating customized courses.
  - Mentors new hires and facilitates internal skills development.
  - Collaborates with stakeholders to define training needs and develop assessments.
  - Creates diverse learning materials (audio, video, interactive content) to enhance engagement.

INSTRUCTIONAL DESIGNER

- THE CE SHOP INC**
- FEBRUARY 2016– NOVEMBER 2021
- Designed and delivered instructional solutions aligned with adult learning principles.
  - Led cross-functional teams to ensure timely and effective curriculum delivery.
  - Managed real estate pre- and post-licensing education projects, ensuring compliance with state regulations.
  - Developed a quality system for curriculum support to enhance customer service responses.
  - Selected for leadership training programs focused on change management.

INSTRUCTIONAL DESIGNER/LEARNING & DEVELOPMENT PROFESSIONAL

- SELF EMPLOYED CONSULTANT**
- SEPTEMBER 2008– FEBRUARY 2016
- Delivered tailored instructional solutions for Fortune 100 clients and universities.
  - Collaborated with teams to create high-quality, engaging, and effective courses.
  - Managed all aspects of client relationships, including marketing and contract negotiations.
  - Developed job aids and instructional materials to support client needs.

TECHNICAL TRAINER/INSTRUCTIONAL DESIGNER

- LANDAMERICA FINANCIAL GROUP**
- DECEMBER 2002– SEPTEMBER 2008
- Designed and delivered instructional materials and sales enablement solutions
  - Facilitated live group training and adapted training approaches to meet individual learner needs.
  - Developed job aids and instructional materials to support customer needs.