

ERIKA NELSEN

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SUMMARY

- 10+ years of instructional design and course development experience including several formats: online asynchronous courses (eLearning), instructor-led courses (virtual and in-person), mobile learning, and certification exam development.
- 10+ years of experience building courses in LMS systems, including 5 years of LMS administration.
- 5 years of experience designing and setting up training programs for corporate partners within the LMS.

Skills: Instructional Design, Learning Management System Administration, Content Development, Training Facilitation, Needs Analysis, Evaluation, Data Analysis, Quality Improvement, User Interviews, Communication Strategy, Storyboarding Multimedia, Accessibility Review, Program Development
eLearning Authoring Tools: Articulate 360 including Rise, Camtasia, Audacity; Adobe Captivate, Lectora
Learning Management Systems: BenchPrep, Appinium (Salesforce), Moodle, Blackboard, eCollege
Online Synchronous Platforms and Communication Tools: Teams, Zoom, GoToMeeting
Office Programs and Project Management: Word, PowerPoint, OneNote, Excel, Slack, Trello, Smartsheet

EXPERIENCE

ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT, Chicago, Illinois and Remote

Lead Learning Management Administrator, October 2021 – February 2023

- Designed online course structure, reviewed courses created by instructional designers for quality assurance, and uploaded all published courses into the LMS.
- Designed learning and development programs for corporate partners. Managed onboarding, enrollment, and data reports for B2B customers.
- Identified business needs and worked with information technology team to develop appropriate stories for sprints to enhance functionality of LMS and eCommerce system for B2B and B2C course offerings. Provided input in grooming sessions for product features. Shared information with appropriate directors to receive sign-off on new functionality.
- Managed and administered LMS for courseware (BenchPrep). Managed day-to-day relationship with LMS vendor. Supported clients that were using LMS platforms such as Degreed, Cornerstone, and Workday as their primary LMS and determined how to best track user completion. Added content to the supply chain learning library (Appinium – learning solution on Salesforce).
- Documented and updated processes following implementation of new functionality in LMS. Tested functionality in staging environment and communicated changes to appropriate teams.
- Shared voice of the customer feedback with team regarding course features and requests.

ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT, Chicago, Illinois and Remote

Senior Manager, Learning Programs, September 2020 – October 2021

- Developed modules in Articulate Rise. Published Articulate Rise modules for use in LMS (SCORM) as well as reviewing modules.
- Designed learning programs for corporate partners and facilitated educational program launches (over 3000 seats and 20 companies). Set up each company within the LMS and provided custom reports.
- Worked with subject matter experts to create procurement certificate courseware and warehousing certificate exam. Revised continuing education courseware. Reported project status to directors.
- Collaborated with manager of partner engagement to create presentations that included product changes. Shared best practices with partners.
- Created metadata for Credly badge. Wrote skill metadata and validated it. Also tested Credly badge.

ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT, Chicago, Illinois and Remote

Senior Manager, Learning and Product Development, July 2017 – September 2020

- Enabled successful product launch of online continuing education programs. Managed instructional designer and learning development coordinator.
- Evaluated and provided corrections to vendor instructional design team that created initial courseware product. Further refined learning activities after launch.
- Tested new ecommerce products by completing user acceptance testing, writing SOPs, and creating customer FAQs for launch. Supported customer relations after launch.
- Demonstrated learning products to internal (executives and sales department) and external stakeholders (B2B clients, including Fortune 100 companies) and explained use cases.
- Set up instructor development course in Moodle and scheduled and supervised webinar (GoToMeeting).

AMERICAN ACADEMY OF PEDIATRICS, Itasca, Illinois

e-Learning Instructional Designer, December 2012 – July 2017

- Collaborated with faculty on instructional design, development, and evaluation of self-paced online pediatric continuing medical education for PediaLink (AAP online learning center) in collaboration with AAP sections, committees, and other departments.
- Reviewed course proposals to determine if they met necessary criteria for continuing medical education program at the AAP.
- Created ACCME accreditation files for online continuing education courses such as online CME courses and EQIPP quality improvement courses, mapping course elements to required standards. Also ensured that faculty completed required conflict of interest forms.
- Summarized material from pre-recorded presentations for short hot topic courses.
- Created graphics to explain concepts from policy statements and other written educational materials.
- Produced multiple videos for courses, editing footage and incorporating graphics and resources.
- Developed courses and multimedia assets in Adobe Captivate.
- Storyboarded complex projects for graphic designers, such as comic strip adaptation of vaccine hesitancy scene.

EDUCATION

SMITH COLLEGE, Northampton, Massachusetts

Bachelor of Arts

CERTIFICATION

Certified Professional in Talent Development (CPTD) / Credential: 11106436

Association for Talent Development

Earned Nov 2018 / Expires: October 2024

ADDITIONAL EXPERIENCE

EmbanetCompass (acquired by Pearson in 2012), Elk Grove Village, Illinois

Lead Instructional Designer, 2/2011-12/2012

Instructional Designer, 3/2010-2/2011

Developed instructor-led online courses with academic partners, using appropriate strategies and models, such as Understanding by Design (UBD) framework, Quality Matters, and ADDIE.