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Clearance

Secret

DOD, Active, Feb 2021
(Top Secret eligible)

Skills

UX/UI Design

Content structure, wireframing, usability testing, information architecture, workflow diagrams, prototype design, front end design, rapid prototyping, digital illustration, graphic design, animation and motion graphics

ISD

Job task analyses, course sequencing, content and creation and analysis, storyboarding, surveys, implementation, ADDIE model, Agile model, cybersecurity training

Management

Project mapping, client interfacing, budget analysis, producing project standards and conventions, supervising and leading teams, writing performance reviews

Software

Adobe Creative Suite (Captivate, Photoshop, Illustrator, InDesign), Microsoft Office, sound production (WavePad, SoundBooth), video editing/production (Adobe Premiere), CMS/LMS

Summary

More than twenty years experience as an expert in online education and training using instructional principles and techniques. Developed instructional and user experience design for clients in cybersecurity, diplomacy, law enforcement, military, and education. Executed user-centered training as a classroom instructor and as an eLearning architect and user interface designer of online courses.

Experience

Senior Instructional Designer

Edgesource (Department of Homeland Security, Cybersecurity Infrastructure and Security Agency) / Nov 2020 – present

- Design web-based training solutions for federal cybersecurity management tool, including learning objectives, storyboards, and assessments.
- Generate artificial intelligence (AI) avatars for narration in online courses.
- Create graphics and visual content for learning modules.

Senior Cyber Technologist II and UX Designer

Raytheon Technologies (US Postal Service) / Oct 2019 – Oct 2020

- Designed, developed, and implemented online cybersecurity training solutions, including sensitive-enhanced lessons, using current UX and 508-compliant techniques.
- Overhauled mobile device security training into scenario-based interactive with current ISD and UX design techniques.
- Produced online microlearning modules for cybersecurity training, including storyboards, objectives, visual media, and assessments.
- Developed strategies, including UX and UI design, for e-Learning initiatives.

Senior Instructional Designer

Instructional Design Consultant / Sept 2018 – Oct 2019

- Created digital curriculum maps, content structures, and graphics for Wells Fargo.
- Implemented multi-course online lesson templates and customized accessibility features for training materials for Department of Homeland Security and Federal Aviation Administration.

Distributed Learning and UX Designer

All Native Inc. (Department of State) / Sep 2015 – Sept 2018

- Established mobile scenario-based training using UX principles, including developing interface mock-ups and scrum meetings.
- Developed responsive design templates for desktop and mobile device platforms.
- Produced sensitive but unclassified (SBU) online lessons and microlearning modules, including storyboards, objectives, visual media, and assessments.

Education

Virginia Tech

Ph.D., Curriculum and Instruction

Radford University

M.S., Science Education

James Madison University

B.S., Art, minors in Secondary Education and Geology

Senior Instructional Designer

NTT Data Inc. (Federal Bureau of Investigation) / May 2012 – Aug 2015

- Designed web-based training solutions, including interface mock-ups, learning objectives, content, visual and audio media, and assessments.
- Implemented extensive workshops for job task and gap analyses, including gathering data, analyzing statistics, identifying curriculum gaps and redundancies, writing white paper analyses, and developed training content structure
- Established training solutions through curriculum mapping and storyboarding lesson content, and developed learning objectives, graphics, and assessments.
- Produced survey instruments and conducted extensive statistical analysis.

Senior Instructional Designer

Next Tier Concepts (Propane Education and Research Council) / Jan 2009 – Mar 2012

- Designed, developed, and delivered digital and print courses internally and for Propane Education and Research Council (PERC) using iterative development.
- Produced UX interface for online interactives utilized in digital courses for PERC.
- Led meetings with PERC development team to review content, mediate disagreements, and determine direction of project.
- Wrote training manuals and other technical materials for content and assisted in developing user workflow process.
- Managed ISD team, including reviewing work and performance appraisals.
- Disseminated information about policies and contingency plans for development.

Director of eLearning Production

National Science Teachers Association / Sep 2007 – Dec 2008

- Managed design teams for digital professional development courses and teacher resource applications for use in K-12 science classrooms.
- Analyzed and developed multi-year plans for multiple projects (\$6M), establishing timelines and milestones, and putting organizational goals into action plans.
- Designed UX interfaces for online interactives utilized in digital professional development courses.
- Collaborated with senior management to implement strategies toward organizational goals and objectives and gave presentations on program status.
- Evaluated applications, interviewed candidates, hired and supervised staff, and reviewed work products.

Lead Senior Instructional Designer

k12.com / Jun 2003 – Aug 2007

- Managed a team of 6-10 ISDs to design web courses and blended learning using iterative development methodology.
- Established visual and interface UX/UI standards and conventions, wrote scope and sequences for courses, and determined software release process.
- Wrote training manuals and procedures to increase standardization and effectiveness in delivering consistent products.
- Worked with senior management on department goals and methodology.
- Provided staff training and performance reviews.

Instructional Designer

Delex Systems (Department of Navy) / Jan 2001 – May 2003

Logistic Services International, Inc. (Department of Navy) / Aug 1998 – Jan 2001

- Created and designed classified e-Learning for military clients, including storyboards, artwork, animations, and software.