

## Professional Summary:

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Results-oriented Senior Instructional Designer with over a decade of experience creating impactful learning solutions in enterprise environments. Expert in developing virtual and blended learning programs that enhance learner engagement, retention, and support regulatory compliance. Experienced in managing cross-functional projects and collaborating with SMEs to produce interactive, narrative-driven training with industry standard development tools. Recognized for delivering innovative, user-focused learning experiences that improve learner engagement, knowledge retention and meet organizational goals.

## Instructional Design Experience:

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### **Delta Dental of California | Senior Instructional Designer | *May 2019 – October 2024***

As a Senior Instructional Designer I played a critical role in enterprise-wide Learning and Development (L&D) projects at Delta Dental of California

- Led a comprehensive redesign of the enterprise compliance training program:
  - Developed scenario-based lessons with animated narrative content to measurably enhance learner engagement and knowledge retention through story-based delivery.
  - Collaborated with compliance team and instructional designers across the enterprise.
- Lead instructional designer for virtual instructor-led training (VILT), preparing phone advocates for transition to chat support for a premier client.
- Project manager for the redesign of the Federal Government Programs advocate training, utilizing Smartsheet for project tracking, resource management, and team coordination (instructional designers, SMEs, and client schedules).
- Expertly utilized Articulate Storyline and Rise to create eLearning modules:
  - Developed a series of animated micro-lessons on Delta Dental's history, structure, products, and corporate social responsibility (CSR) initiatives.
  - Created an animated interactive tour of the Operations department.

### **Design + Measure | Co-Founder/Instructional Designer | *January 2019 – February 2022***

Designed and produced instructional design projects for major clients, including Stanford University, Abbott Laboratories and Kaiser Permanente.

- Utilized an Agile approach with Abbott Labs global SMEs to restructure and sequence internal procedure courses in Articulate Storyline, enhancing UX for improved engagement.
- Developed mobile-accessible eLearning in Articulate Rise for Stanford's Land, Building & Real Estate group, creating a responsive guide on campus development policies.
- Created interactive, self-paced training in Storyline 360 for the new state-of-the-art hospital at Stanford University:
  - Focused on wayfinding using 360-degree images and interactive floorplans.
- Led an instructional video project for Kaiser Permanente School of Allied Health Sciences:
  - Managed storyboarding, filming, and editing in Adobe Premiere to produce a video highlighting the institution's 30-year legacy.

## **Refined Instructional Design | Founder/Instructional Designer | June 2014 – March 2019**

Developed instructional design projects for prominent clients, including Stanford Law School, The Seafood Watch Program at Monterey Bay Aquarium and Santa Clara University.

- Produced an Augmented Reality (AR) learning experience with Zap Studio, introducing Human-Centered Design Thinking principles, enhancing immersive learning.
- Created animated micro-lessons on implicit bias using Vyond and Articulate Storyline 360 for Stanford Law School, adhering to eLearning standards for sensitivity training.
- Collaborated with instructional designers at Oracle to refine eLearning modules for Sales and Marketing, integrating Adobe Captivate and Audition to ensure seamless learner engagement.
- Developed interactive eLearning modules with custom animations for the Seafood Watch program:
  - Used Adobe Captivate and Edge Animate to enhance consumer learner engagement.

## **SolutionsWest | Instructional Designer | December 2013 – March 2018**

Created and collaborated on instructional design projects for Covered California and multiple California state agencies.

- Collaborated with remote cross-functional teams to apply instructional design best practices supporting, software rollouts, compliance training and public health initiatives across statewide platforms.
- Developed SCORM-compliant eLearning and instructor-led training (ILT) modules.
- Served as a SME and co-developer for ILT sessions using Articulate Storyline and Adobe Captivate:
  - Focused on onboarding and recertification for enrollment counselors.
- Produced user-centered content for other state agencies:
  - Designed UI/UX for eLearning modules, created interactive courses for healthcare, social services, and developed instructional videos for multiple projects.
- Used Agile methodologies with Adobe Premiere Pro for instructional videos.

## **Education**

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### **Master of Education - Instructional Technologies**

San Francisco State University, San Francisco, California

### **Bachelor of Arts – Fine Art**

Saint John's University, Collegeville, Minnesota

## **Applications and Programs**

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Adobe Audition | Adobe Captivate | Adobe Edge Animate | Adobe Illustrator | Adobe InDesign  
Adobe Photoshop | Adobe Premier Pro | Articulate Rise | Articulate Storyline 360 | SmartSheet | Vyond

*References available upon request.*