

LEARNING AND DEVELOPMENT SPECIALIST

HUMAN CENTERED LEARNING DESIGN • INSTRUCTIONAL DELIVERABLE CREATION • PROJECT MANAGEMENT

Dynamic learning and development specialist with 10 years of experience in instructional design, adult learning, sme and client support. Adept at diagnosing educational needs to create impactful, customized learning solutions that align with strategic business goals. Unceasing commitment to keeping pace with new educational technologies and methodologies. Strong record of partnering with subject matter experts to analyze, develop, learn, teach, and deliver content to the target audience. Well versed in adult learning theory, performance improvement, course development, client support, and full-cycle design project management.

CORE COMPETENCIES

Adult Learning Theory	Face-to-Face Blended E-Learning	Cross-Team Communication
Learning Strategies Creative Solutions	Soft Skills Trainer Onboarding	Team Leadership & Motivation
Subject Matter Expert Collaboration	Interactive Videos & Multimedia	Customer Satisfaction Feedback
Needs Analysis Assessment	Storyboards Scripts Graphics	Assessment Tracking Strategies
Qualitative Research Analysis	Instructional Training Materials	Project Management Workflow
Human Centered CX Design	Learning Management Systems	Rapid E-Learning Development

TECHNICAL COMPETENCIES

Camtasia | Rise • LMS • E-Learning • Moodle • Video Scribe • AI Prompting
 Audacity • Google Suite | Google Docs • Adobe PowerPoint • Web Development • Cloud-Based Programs
 Turnitin • Video & Sound Editing | QA • FileZilla • VoiceThread • MS 365 • Wrike • Webex
 Social media • Mac OS • Windows OS • Basic Knowledge of Blackboard | Dreamweaver | XHTML | CSS

CAREER HIGHLIGHTS

- **Supervised over 20 instructional designers on best practices and learning** solutions considering content and target audience, recommended communications strategies with subject matter experts, ensured deadlines were met, solved technical problems.
- **Supported over 1,400 new associates** through custom onboarding programs, engaging cross-functional leaders and maintaining a high standard of learner satisfaction and readiness.
- **Designed and implemented end-to-end learning products**, providing strategic consultation on needs assessment and learner-centered design across projects. Key advisor on full-cycle design for University of Southern California (USC), including design, stakeholder alignment, and assessment.
- **Used Human Centered Design** for selling TCS services to Pace University, created a primary persona, interviewed stakeholders, met with clients, and analyzed and synthesized interviews to create multiple presentations.

• PROFESSIONAL EXPERIENCE**LEARNING SPECIALIST | TATA CONSULTANCY SERVICES****Atlanta, Ga | 05/2019 to 11/2024**

- **Taught and updated soft skills** courses including business communication, leadership, presentation, and storytelling.
- **Strategized induction and developed on-boarding documents**, templates, powerpoints, handouts, technical documentation and record keeping for new hire training. Coordinated crossfunctional teams including Information Security and Resource Management Group to ensure consistent participation throughout onboarding.
- **Managed technology classes while coordinating with subject matter experts**. Mentored new batch owners and received the quarterly People's Choice Award. Improved graduation ceremonies by teaching students how to present to senior leaders, mandated practice and evaluation sessions and acted as Masters of Ceremonies for events.
- **Collaborated with talent development team** for Golden Guru Gala events. Storyboarded and advised editor for appreciation video, created a template for and collected associate video testimonials; designed, created, and

presented an interactive crossword puzzle and a humorous, “paint by numbers” financial year achievement presentation.

- **Designed instruction using Articulate Storyline and Video Editing** software to teach administrative software to individuals in TechOp at Delta Airlines

LEAD INSTRUCTIONAL DESIGNER | PEARSON NORTH AMERICA

Long Beach, Ca | 9/2012 to 9/2017.

- **Directed** instructional design, program management, and improvement services for USC online learning. Point person, driving communication between Pearson and USC. Built courses and curricula, as well as partnered with stakeholders. Aligned with subject matter experts and instructional designers to develop and revise courses based on assessments.
- **Gauged effectiveness of online courses** through online surveys, meetings, phone calls, student evaluation of professors, and one-on-one meetings to measure students’ comfort with ambiguity, group projects, and course design.
- **Introduced VideoScribe, Powtoon, and Padlet to USC and trained others to use them**, leading to increased student engagement through interactivity, which persuaded other USC programs to use Powtoon and request VideoScribe.
- **Drove automation to track assignment due dates**, met with the client and Moodle teams to define needs, brainstorm ideas, perform beta testing, and train instructional designers for greater efficiency and customer satisfaction.
- **Supervised instructional designers on best practices and learning** solutions considering content and target audience, recommended communications strategies with subject matter experts, ensured deadlines were met, solved technical problems.

LECTURER | COLUMBIA COLLEGE

Chicago, IL | 8/2006 to 6/2012

Focused on empowering and managing 1,000 students via online and in-person methods. Prioritized and coordinated assignments while tracking students’ progress and learning styles. Designed instructional materials and used Moodle to manage resources and assignments. Developed engaging online and in-class activities and courses.

- **Created one of the first online peer-reviewed undergraduate journals**, acting as recruiter and editing manager for multiple student teams and two faculty members to give students a voice. Within two years, the journal received global submissions and **7,000 visitors**, was translated into four languages, and referred to by various podcasters.
 - **Captured the imagination of disinterested students** by devising virtual tools and in-person courses using mixed strategies, self-direction, and cultural diversity to design compelling lessons. Due to positive word of mouth from students, the course gained increased enrollment from multiple departments.
 - **Enhanced students’ chances of landing careers in television** by networking with key industry people and leveraging technology such as podcasts and social media, which lead to students acquiring experience via internships.
-

EDUCATION

PH.D. IN MEDIA STUDIES, The University of Texas at Austin, TX

MASTER OF SCIENCE IN EDUCATION, Bank Street College of Education, New York, NY

BACHELOR OF ARTS IN HUMANITIES, Johns Hopkins University, Baltimore, MD