

Instructional Technology Manager with over ten years of experience who excels at both the technical and creative aspects of learning and development. Guides users through system changes, improves process pipelines, creatively problem solves, and trains staff and faculty in the latest technologies. Produces and creates professional online learning videos and interactive e-learning media experiences.

EMPLOYMENT HISTORY

Roosevelt University, Chicago, IL

Instructional Technology Manager

March 2020 to present

Responsible for Blackboard Learning Management System (LMS) and Kaltura video platforms, including upgrades, integrations, maintenance, support, and troubleshooting. Developed and delivered trainings, job aids, and videos for e-learning tools for faculty, staff, and students.

- Led university-wide LMS transition from Blackboard Original to Blackboard Ultra; created and implemented communication and change management plans, developed asynchronous eLearning materials, as well as developed and delivered synchronous faculty trainings. Trained staff on the conversion process, performed course conversions, and supported faculty in instructional design best practices to enhance course quality. Supported faculty and staff throughout conversion rollout.
- Designed and implemented automated video deletion workflows in the Kaltura platform, improving efficiency, reducing storage costs, and optimizing system performance.
- Recognized with the 2024 Presidential Award for Social Justice for advancing inclusive and accessible educational technology and providing exceptional support to students, faculty, and staff.
- Directed Blackboard Ultra Base Navigation upgrade, enhancing LMS usability, accessibility, and user experience; developed timeline and change management plan, created training resources, led live faculty sessions, and drove adoption of new features supporting diversity and inclusion.
- Managed enterprise-wide Kaltura video platform migration, oversaw vendor coordination, migrated 3000+ videos, and determined system configurations. Developed comprehensive change management strategies, eLearning tutorials, and faculty/student support materials.
- Project manager for Blackboard SaaS migration. Collaborated with consultants to perform quality assurance tests, improve LMS performance, streamline upgrades, and ensure zero-downtime upgrades.
- Delivered targeted faculty development by conducting needs assessments, creating eLearning content, and providing ongoing training and support based on support needs. Resolved thousands of faculty and student support requests, ensuring smooth adoption of new technologies.

Collegis Education, Oak Brook, IL

Videographer Specialist

Feb. 2019 to Feb. 2020

Produced high volume of LMS-ready instructional videos for higher education, managing full production lifecycle: planning, filming, editing, and delivering multimedia content under tight timelines.

- Created 400+ videos, edited 125, and designed 250+ custom graphics to enhance eLearning content.
- Developed a production tracking system to streamline workflows, improve team efficiency, increase transparency to clients, and simplify LMS integration with videos.
- Designed reusable motion graphics templates in After Effects and Premiere Pro, which eliminated steps, reduced production time and ensured consistent branding.
- Built a centralized library of graphic assets, production calendars, and reporting tools to optimize processes.

Multimedia Developer

Aug. 2017 to Feb. 2019

Designed graphics, animations, and multimedia assets for online learning. Redesigned procedural and specifications documents for LMS. Worked with instructional designers to handle special requests such as LMS conversions, advanced troubleshooting, and recommendations. Trained junior team members.

- Devised training documents for video graphics, standards, and specifications.
- Designed dynamic video graphics that were featured on Client Narrative page of Narrasys website (<https://narrasys.com/project/collegis-financial-literacy/>).
- Created Wiki for instructional design clients to assist with course content delivery.

Web Production Assistant

Nov. 2013 to Aug. 2017

Supported instructional designers in developing online courses within the LMS, ensuring alignment with accessibility and quality standards. Performed quality assurance checks, produced multimedia learning assets, and provided technical troubleshooting and end-user support.

SKILLS

- Instructional Design & Technology
- Training Facilitation
- Adult Learning Models (Bloom's Taxonomy, ADDIE, SAM, Gagné's 9 Events, & Kirkpatrick Model)
- Interactive Graphics & Media
- Video Production
- Web & Game Design

TOOLS

- Adobe Creative Cloud (Premiere Pro, After Effects, Photoshop, Illustrator Animate, & Dreamweaver)
- Storyline 360
- Adobe Captivate
- Learning Management Systems
- Zoom & Kaltura Administration
- HTML/CSS
- Wordpress
- Camtasia
- Autodesk Maya

EDUCATION

Roosevelt University

- Master of Arts in Training & Development (MATD)
- GPA: 4.0

Columbia College Chicago

- Bachelor of Arts in Game Design: Art & Animation
- Minor: Web Development
- GPA: 3.8

Coursera

- Human-Centered Design Certificate by University of California, San Diego