

Instructional Technology Manager with over ten years of experience leading learning technology projects, system administration, training, and digital learning initiatives. Excels at both the technical and creative aspects of learning and development, guiding users through system changes, improving processes, and developing professional eLearning videos and multimedia 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 transition from Blackboard Original to Ultra, including communication and change management plans, asynchronous eLearning, synchronous faculty training, staff training, course conversions, instructional design guidance, and rollout support.
- Designed and implemented automated Kaltura video deletion workflows, improving efficiency, reducing storage costs, and optimizing system performance.
- 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 migration, coordinating vendors, migrating 3,000+ videos, determining system configurations, developing change management strategies, eLearning tutorials, and faculty/student support materials.
- Project manager for Blackboard SaaS migration; collaborated with consultants on quality assurance testing, LMS performance improvements, streamlined release processes, and zero-downtime upgrades.
- Evaluated and implemented emerging learning technologies, including training an AI-powered chatbot and implementing LMS AI tools to improve user support and access to institutional resources.
- Delivered targeted faculty development through needs assessments, eLearning content, training, and ongoing support; resolved thousands of faculty and student requests to support technology adoption.
- 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.

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 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
- Generative AI & AI-Enabled Learning

TOOLS

- Adobe Creative Cloud (Premiere Pro, After Effects, Animate, Photoshop, & Illustrator)
- Camtasia
- Articulate Storyline 360
- Adobe Captivate
- Learning Management Systems (Blackboard, Canvas, Moodle, & Sakai)
- Zoom & Kaltura Administration
- HTML/CSS & Javascript
- Microsoft Copilot, ChatGPT, & BoodleBox

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