

Jennifer Sterling

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SUMMARY

With a range of coaching and training experience, a master's degree in Learning Design and Technology, and superior consultative service skill, I bring an adaptive, positive and results driven approach to my work. I am seeking an opportunity to commit my focused work ethic and wide range of competencies to a challenging and meaningful learning design position, where growth, collaboration, efficacy, and innovation are valued.

TECHNICAL SKILLS

Proficient in:

- Articulate Storyline, 360
- Adobe Captivate
- Active Presenter
- Camtasia
- Various LMS management
- Microsoft Office Suite
- Google Apps
- Voiceover production, Audacity
- Web conference tools (Zoom, GoToMeeting, Teams, Google Hangouts)

Intermediate skill in:

- Qualtrics
- Adobe Creative Suite (InDesign, Photoshop)

EDUCATION

San Diego State University

May 2016

M. Ed., Learning Design & Technology

San Francisco State University

May 2005

BA, Psychology

WORK EXPERIENCE

The CE Shop

Mar 2018 - Present

Instructional Designer, Remote

The CE Shop provides 100% online, self-paced real estate educational courses. Efficacy is proven with achieving some of the highest pass rates in this industry, and my own work consistently passes rigorous quality assurance checks regarding accuracy, design, development, and adherence to proven adult learning theory principles.

Design and development of learning modules includes:

- Remote work, with independent, self-paced, deliverable-focused work, and virtual collaboration when necessary.
- Effectively researching content and utilizing internal and external subject matter experts (SMEs) to ensure thorough, accurate delivery of course material
- Exercising independent judgement in development of outlines, objectives and assessments relevant to the learner type, regulatory requirements, and adult eLearning andragogy using media best suited to meet course objectives
- Transforming complex, unorganized information into clear, effective multimedia instruction
- Effectively managing projects by collaborating and communicating with team members to support the on-time delivery of accurate, high-quality content
- Designing course content aligned with style guidelines and standards that include a variety of resources and interaction types

OTHER SKILLS

- Expertise in adult learning methodologies
- Curriculum development including rapid prototype development and storyboarding
- Process development and improvement
- Outstanding interpersonal and communication skills
- Employee and team management skills, including employee development
- Project and client management skills
- Comprehensive research skills
- Public speaking and presentation skills
- Guided (classroom style) training presentation skills.
- Quantitative and qualitative research and analysis techniques.
- Performance analysis, task analysis, gap analysis, objective identification.
- Proficiency in informational interview techniques to build foundational knowledge with Subject Matter Experts.
- Intermediate graphic design skills, with specific experience creating infographics and job aids
- Remote collaboration

Sterling Instructional Design

May 2016 - Present

Instructional Designer, Freelance Remote Work

- eLearning Design and Development
- Workplace Performance Improvement
- Training Development
- Job Aid and Infographic development

Projects have included the following:

- Implementing Instructional System Design (ISD) techniques
- Utilizing ADDIE and SAM methodologies
- Research and evaluation of existing, and prediction /forecasting of future outcomes for training programs
- Goal setting, including mission level, long term goals and task level objectives
- Conducting analyses both in person and solely with Subject Matter Experts to identify performance gaps and training requirements
- Processing and reporting on data collection related to performance, needs, audience, and gap analyses
- Determining performance gaps and identifying needs for education, training, or other solutions
- Designing and developing eLearning and training courses in SCORM compliant, reactive software tools
- Developing efficacy measuring assessment tools, and producing recommended action plans

Brockton Villa, Inc.

Oct 2016 - Mar 2018

Manager of Operations and Development

- High level oversight, and hands-on management of daily operations, including staff development.
- Creation and planning of key performance indicator (KPI) indices, training and job aid development
- Marketing, Advertising; Graphic Design, Brand Management
- HR Management
- Complex Reports and Analytics

M&D Eateries, Inc.

Dec 2011 Apr 2015

Office Manager

- General administration, AP/AR/Payroll, and ongoing consultation regarding manpower, training, and organizational, profitability and budget management
- Revision of training manuals and procedures, and development and implementation of job aids for all company positions
- Marketing and Advertising including graphic design and marketing materials generation; Brand management; Website maintenance
- Reports and Analytics