Alex B. Criswell

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Detailed Summary of Experience

Seasoned Instructional Designer and Trainer with broad customer service experience and administrative support in higher education and corporate environments who has a creative eye through various lenses.

Educator of Creative Design, Technology, and Learning Solutions

A committed, creative, and jocular educator who strives to create, design, and manage learning content and its associated projects for effective end-user retention and quality delivery.

Professional Overview

With over a decade of experience in the education sector, Alex is an enthusiastic and creative learning and development expert. In his many Instructional Design, Curriculum Development, Educational Technology, and Training roles, he has created and managed learning plans, developed courses and instructional materials, mentored and coached team members, and generated reports and insights to drive organizational change. He has a strong background in instructional design, content development, technical writing, and learning management system administration. He has successfully designed and developed world-class courses and training initiatives for various clients and stakeholders, using practical instructional design principles and adult learning theories. Given his experience in the academic, hospitality, and business industries, he is a service-based professional with direct experience with in-person and online facilitation. He has authored technical documentation and training content for various learning audiences, such as system administrators, application developers, and university personnel. He strives for quality and innovation and enjoys ideating, proposing, and implementing learning solutions that align with organizational goals and visions. He is known for his direct yet personable communication style and strong oral and written communication skills. With a notable and dependable work ethic, Alex can perform autonomously or within small and large groups, even remotely. He possesses a creative, innovative, and design-thinking mindset with robust technical abilities. He is analytical, organized, process-oriented, and detail-oriented. His favorite learning objects to create are instructional guides and videos.

Professional Vision

To design and develop world-class courses and training initiatives within corporate and education settings by consulting and mentoring stakeholders, redesigning curriculum and processes, and incorporating technology for a superior learning experience.

Research Topics

Accessibility Compliance (Document and Web), Adaptive Learning, ADDIE Model, Bloom's Taxonomy, Cloud Management Systems, Content Usage, Consulting, Copyright, E-Learning, Fair Use, Instructional Design (Best Use, Practices, Guidelines), Instructional Materials (Handouts, Video, Audio), Instructional Technology, Learning Management Systems (Course Design, Migration, and Administration), Permissions, Photography, Process Development and Analysis, Project Management, Quality Matters, Training Design and Facilitation, WCAG, Website Management

At A Glance

Instructional Design and Technology

Experience: 14 Years
Projects/Clients/Employers

- K16 Solutions
- Chamberlain University (Adtalem Global Education Institution)
- Adtalem Global Education [Home Office] (DeVry Education Group)
- Integrated Education Solutions (DeVry Education Group)
- Office of Instructional Technology (Purdue University Calumet - Purdue University Northwest)
- Office of Learning Technology (Purdue University North Central - Purdue University Northwest)
- ICD-10 Project (AHIMA)

Disciplines/Subjects Developed

Business, Communication, Compliance, Education, Engineering, Finance, Health Information Technology, Hospitality, Humanities, Law, LMS Archiving & Migration, Management, Nursing, Public Health, Science, Social Sciences, Social Work, Technology, Tourism

Project Management and Consulting

Experience: 16 years
Projects/Clients/Employers

- K16 Solutions
- Chamberlain University (Adtalem Global Education Institution)
- Adtalem Global Education [Home Office] (DeVry Education Group)
- Integrated Education Solutions (DeVry Education Group)
- Center for Learning and Academic Success (Purdue University Calumet - Purdue University Northwest)
- Office of Instructional Technology (Purdue University Calumet - Purdue University Northwest)
- Office of Learning Technology (Purdue University North Central - Purdue University Northwest)
- Independent Consulting (Previous Careers)

Individuals - Programs Consulted

Doctoral Level Graduate Education, High School, Hospitality Training, Master Level Graduate Education, Software Development, System Administration, Technical Consulting, Undergraduate Education, University Advising & Marketing Personnel

Training Facilitation and Development

Experience: 18 years
Projects/Clients/Employers

- K16 Solutions
- Department Training as Senior ID (Chamberlain University)
- Chamberlain University (Adtalem Global Education Institution)
- Adtalem Global Education [Home Office] (DeVry Education Group)
- Integrated Education Solutions (DeVry Education Group)
- Center for Learning and Academic Success (Purdue University Calumet - Purdue University Northwest)
- Office of Instructional Technology (Purdue University Calumet - Purdue University Northwest)
- Office of Learning Technology (Purdue University North Central - Purdue University Northwest)
- Certified Training (Olive Garden)
- Training Assist (Previous Careers)

Training Audiences

Administrative Assistants, Adult Learners (varying in age, culture, and ethnicity), Application Developers, Educational Technologists, Employees of Healthcare, Graphic Designers, Hospitality Employees, Instructional Designers, University Advising & Marketing Personnel, University Faculty & Students

Competencies, Skills, Interests & Technologies

Competencies

- Articulates complex concepts for a variety of audiences clearly and concisely.
- Can break down complex concepts, tasks, or problems into more straightforward, understandable language and action plans.
- Capable of assessing and analyzing data.
- Comfortable suggesting solutions and willing to take risks.
- Develops rapport with team members.
- Effective at managing multiple priorities, tasks, and client deliverables.
- Excellent decision-making and problem-solving skills.
- Exceptional customer service skills.
- Exceptional verbal and written communication skills.
- Exemplary leadership, motivational, and interpersonal skills.
- Gains new technical skills quickly.
- Good collaboration and teamwork skills.
- Innovative and flexible thinker.

- Keen attention to detail.
- Passion for coaching and development.
- Possesses advanced computer skills and technical knowledge.
- Superb public speaking skills.
- Superior organization and advanced record-keeping skills.

Skills

- ADDIE Model
- Bloom's Taxonomy
- Content Usage
- Copyright Laws
- Fair Use Regulations
- Course Design
- CSS
- Document Accessibility
- Educational Technology
- Instructional Technology
- HTML
- Information Mapping
- Interpersonal Communication
- JavaScript
- Job Aides
- Graphic Design
- Instructional Materials
- Instructional Videos
- Learning Plans
- Needs Analysis
- Organizational Communication
- Public Speaking
- Process Documentation
- Project Management
- Recordkeeping
- Screencasting
- Software Documentation
- Storyboarding
- Survey Administration
- Technical Writing
- Template Management
- Time Management
- Web Accessibility

Interests

- ADA Compliance
- Communication
- Consulting
- Customer Service
- FERPA
- Instructional Design
- Intellectual Property (IP)
- Mentoring
- Leadership
- Quality Matters (QM)
- OSCQR (OLC)
- Permissions

- Photography
- Quality Assurance
- Section 508
- Telecommute/Remote
- Training
- WCAG
- Website Management

Technologies

- Audacity
- Adaptive Learning Platforms (EdNexus/Edapt)
- Adobe CS6 & CC (Acrobat DC, Dreamweaver, Photoshop)
- Amazon Web Services (AWS)
- Android OS
- Articulate Storyline & Rise 360
- Canva
- Camtasia
- Cloud Storage Systems (Box, Dropbox, Google, OneDrive, SharePoint)
- Content Management Systems (Brandfolder, Equella)
- Course Authoring Tools (CourseWriter, Scaffold, Lectora Inspire)
- EOS (Entrepreneurial Operating System)
- Google Suite/Workspace (Gmail, Calendar, Meet, Chat, Drive, Docs, Sheets, Slides, Forms, Sites)
- Git (Github Desktop)
- H5P
- HR Systems (EOS Bloom, Insperity)
- Learning Management Systems (Absorb, Blackboard Vista [WebCT], Blackboard Learn [Original], Blackboard Ultra, Brightspace [D2L], Canvas, Moodle [OpenLMS], Pearson Learning Studio [eCollege], Sakai)
- Microsoft Office Suite (Access, Excel, PowerPoint, Outlook, OneNote, Teams/Skype, Word)
- POS Systems (Aloha, DASH, Micros)
- Project Management Systems (Asana, Easy Projects, Monday, Tickspot, Trello)
- Software as a Service (SaaS)
- SnagIt
- Survey Systems (Officevibe, Qualtrics)
- Tablets/Mobile Devices
- Technical Content Systems (LinkedIn Learning, Pluralsight)
- Web Content Systems (WordPress)
- Windows OS
- Virtual Meeting Platforms (Google Meet, Teams, Webex, Zoom)

Comprehensive Fieldwork Experience

Learning Experience Designer (contract)

Ease Learning — Derry, New Hampshire   May 2024 – Present
- Add content to courses using responsive design templates and Adobe software.
- Create storyboards for media/course development.
- Develop courses in authoring tools, such as Canvas and Learning Platform.
- Edit content pages and HTML files with course updates.
- Review course content for learning effectiveness.

Learning & Development Manager

K16 Solutions — Scottsdale, Arizona   November 2022 – September 2023
- Assessed, evaluated, and identified individual, team, and organizational learning performance and development needs for additional, specialized, or adaptive instruction.

- Authored and managed the technical documentation and training courses for the company curriculum, such as archiving, migration, and video services processes utilized by various roles, such as application developers, data engineers, system administrators, marketing personnel, and management.
- Collaborated with people operations and senior management on a company-wide time off process, including standard operating procedures, job aides, and policies.
- Coordinated wellness training and webinars with people operations and a third-party benefits administrator.
- Coordinated with teams and stakeholders to address marketing research and analysis, regulatory issues, industry trends, competitive landscape, unique differentiators, relevant data, instructional framework options, and core themes and topics for product development.
- Created and managed a team member website portal for documentation, company resources, project management metrics, standard operating procedures, and frequently used bookmarks.
- Created and managed detailed training plans and schedules for various roles, including application developers, migration administrators, marketing personnel, data engineers, and management.
- Created new Learning Management System users and courses for learning, onboarding, and organizational needs.
- Designed a standard job aide template for internal and external training and client guides.
- Designed a systematic framework across all company training courses, using instructional design and universal design principles.
- Designed learner materials with the integration of text, graphics, animations, videos, and interactions for these offerings.
- Designed training courses on the following topics: archiving and data migration, client success, new team member orientation, and the Family Education Rights and Privacy Act (FERPA).
- Developed a performance review process, including a fillable form, instructions for team members and managers, and standard operating procedures.
- Developed and facilitated presentations on company topics, such as regular and sick time off process, wellness benefits, 401k and finance offerings, people operations system navigation, company survey participation, and employee assistance program resources.
- Developed courses and corporate training curricula aligned with principles for effective instructional design and adult learning for workshops, groups, and one-on-one training sessions for onboarding, organizational processes, and company topics.
- Developed job aides and instructional guides on company topics, such as 1Password, EOS Bloom, Google Workspace, Slack, and the company request off process.
- Developed presentations and instructions on technical topics like Git, GitHub, Pull Requests, and Quality Assurance (QA).
- Generated reports, managed dashboards, and compiled surveys to capture learning insights to help drive organizational change.
- Led onboarding and training of at least 20 new team members regarding company-related (people operations) and department-related (i.e., archive and migration) processes.
- Managed new team member onboarding programs, including tracking learner progress, assessment, course updates, scheduling, design, development, and delivery.
- Monitored general and onboarding team member feedback through surveys or interviews to improve training curriculum and processes.
- Provided editorial and instructional design services on internal and external (client-facing) documentation while maintaining brand standards (fonts, styling, colors, etc.).
- Provided support for new hires, team members in new roles/assignments, and organization-wide training on new software, new programs, changes to systems/infrastructure, or policy updates.
- Researched and developed presentations on soft skill topics, such as workflow efficiency, project management, time management, communication, and productivity.
- Supported client, company, and regulatory audits and coordinated with management teams to ensure curriculum was up-to-date and compliant while maintaining records of completed training.

Learning Management System Migration Administrator

K16 Solutions — Scottsdale, Arizona   July 2021 – November 2022
- Administered, managed, and tested the features and functions of multiple Learning Management System platforms.
- Analyzed client feedback and transformation requests for archiving migration and replacement projects.
- Assisted team in administration of company and demo instances of various Learning Management Systems.
- Audited and reviewed client content for transformation accuracy, noting exceptions to the development team.
- Collaborated with team members to support and develop solutions for the Migration as a Service process from onboarding through content migration to project completion.
- Collaborated with the development team on archiving and migration processes to assure technical excellence and an exceptional client experience.
- Created archive and migration checklists for team members to use for projects.
- Developed a standard nomenclature and operating procedure for projects, systems, and associated resources.
- Developed a standard Quality Assurance (QA) tracking template in Microsoft Excel containing instructions, special form fields, and data validation (drop-down) options.

- Educated clients on the archiving and migration processes and procedures to facilitate an accurate implementation and transformation.
- Executed the archiving and migration process while monitoring progress and resolving exceptions.
- Facilitated client-facing meetings to discuss project-related feedback and transformation requests.
- Partnered with clients to scope service requirements and communicate findings to the development team.
- Performed learning management system migration tasks involving script executions on Amazon Web Server (AWS) and technical troubleshooting within platforms.
- Provided suggestions to team members and management to improve projects, applications, and processes.
- Reviewed courses that were being archived or migrated while documenting errors for developers to rectify.

Senior Instructional Designer

Chamberlain University (Adtalem Global Education) — Chicago, Illinois   July 2019 – July 2021
Chamberlain University is/was an Adtalem Global Education institution at the time of employment.
In addition to Instructional Designer III responsibilities:
- Assisted with identifying and documenting development and project standards, templates, processes, and best practices.
- Authored instructional guides, content, and standard operating procedures regarding accessibility, copyright, and permissions for department and academic use.
- Created and delivered professional instructional media utilizing the latest industry-recommended authoring tools.
- Designed and developed up to 40 courses per year through various overlapping development cycles at various academic institutions.
- Designed and managed course curriculum for undergraduate and graduate Nursing and Healthcare degree levels and disciplines, including, but not limited to, the following tracks: Accelerated, General, Education, Social Work, RN-to-BSN, Online, On-Campus, Public Health, Family Nurse Practitioner, and Doctor of Nursing Practice.
- Developed and updated simple media interactives, edited minor audio/video, and created graphic design elements.
- Developed a curriculum aligned with principles for effective instructional design and adult learning.
- Established project management system templates for course design and department projects.
- Led and managed responsibilities for multiple stretch assignments beyond essential course development and support.
- Mentored and coached members of the course development team regarding industry standards and best practices of course design.
- Monitored department copyright and permissions log and liaised between the department and corporate legal team.
- Prepared accessible PDF files and deliverables for print vendors, internal stakeholders, course development, and organizational partners.
- Project-managed courses intended for design and the associated timeline and deliverables, with assistance from other department personnel as needed.
- Recommended appropriate instructional approaches to support the achievement of learning outcomes and course objectives.
- Served as the Accessibility Champion of the Instructional Design Team.
- Served as the Copyright and Permissions Champion of the Instructional Design Team.
- Worked with corporate legal team to establish university and department curriculum and standard operating procedures regarding copyright, fair use, and permissions practices.
- Worked in a fast-paced environment, often managing multiple projects simultaneously within a deadline-oriented, structured workflow.

Curriculum Instructional Developer (contract)

Chamberlain University (Adtalem Global Education) — Chicago, Illinois   October 2020 – December 2020
Chamberlain University is/was an Adtalem Global Education institution at the time of employment.
- Assisted in migrating and updating program-specific material to meet accreditation standards.
- Participated in discussions, analysis, and reviews of course content to ensure Quality Matters (QM) standards were met.
- Reviewed, redesigned, and transcribed course content and media-related items to new framework enhancements and meet accessibility standards.
- Utilized Instructional Design and Quality Matters (QM) best practices within courses to meet accreditation standards.
- Worked closely with academic and curriculum partners, subject-matter experts, and key stakeholders to manage and support the design and development of online and hybrid undergraduate and graduate course material.

Instructional Designer III

Adtalem Global Education (Corporate Headquarters) — Chicago, Illinois   June 2018 – July 2019
In addition to Instructional Designer II responsibilities:
- Advised academics, curriculum authors, and subject-matter experts with the most appropriate use of educational media, collaboration tools, and assessment methods to enhance instruction, evaluation, and support active and engaging learning environments.
- Collaborated with course development colleagues in developing, continually refining, and disseminating standards and best practices for instructional design and development of instructional media.

- Conducted needs assessments, identified learner gaps, analyzed data, and recommended content enhancements and/or improvements to increase learner engagement and close learner gaps further.
- Led efforts to analyze course effectiveness and usability across departments, academic programs, and institutions.
- Mentored and coached instructional design and course development team members regarding industry standards and best practices of course design.
- Participated in the development of tools and reusable templates for instructional development.
- Participated in the training and management of subject-matter experts, new hires, and contractors.
- Piloted and researched new industry-leading instructional technologies for use within courses and the university Learning Management System.
- Piloted new course development methods to reduce course development time from 18 weeks to 16 weeks across several institutions serviced by the course development team.
- Worked closely with academic and curriculum partners, subject-matter experts, and key stakeholders to manage and support online and hybrid course material design and development, emphasizing interactive and multimedia technology-driven components.
- Worked closely with curriculum authors and subject-matter experts to develop storyboards and related instructional elements for incorporation into courses.

Instructional Designer II

Adtalem Global Education (Corporate Headquarters) — Chicago, Illinois   June 2016 – June 2018
Adtalem Global Education (ATGE) was formerly named DeVry Education Group

In addition to the contracted Instructional Designer II responsibilities:
- Advised and assisted academics in appropriately using tools, technology, and best practices to support active and engaged learning environments.
- Collaborated with subject-matter experts and media production team to author storyboards and produce related instructional media pieces for incorporation into the course.
- Communicated regularly and professionally with department staff, university personnel, and project stakeholders.
- Completed course-level and/or project-level management tasks as required for tracking and reporting purposes.
- Completed quality reviews to ensure that all new or updated courses comply with all existing design standards.
- Created instructional or training materials using multimedia software and participated in developing tools and reusable templates for instructional development.
- Designed and added learning activities, ensuring content aligned with learning principles and terminal course objectives.
- Developed and maintained courses in the Content Management System and Course Learning Management System using responsive design (HTML) templates.
- Developed and/or maintained online web-based resources (i.e., tutorials, reference material, design standards, content resources, templates, and announcements).
- Organized content into document-based templates for editing by subject-matter experts, instructors/faculty, and course development team.
- Participated as a consultant on high-stakes and special projects within the department and on institution-wide projects and presented recommendations to leadership.
- Reviewed and edited subject-matter expert curriculum before course production to assist in curriculum process improvement efforts.
- Served as the primary point of contact (course-level project manager) for the program dean, program project manager, subject-matter experts, and instructors.
- Worked with others throughout the department to develop, continually refine, and disseminate standards and best practices for course and instructional media design.

Instructional Designer II (contract)

LaSalle Network — Chicago, Illinois   September 2014 – June 2016
Integrated Education Solutions (DeVry Education Group)
Contracted through LaSalle Network Staffing Firm with DeVry Education Group (now Adtalem Global Education).
- Added content to courses, ensuring content aligned with learning principles and objectives; created storyboards for media/course development and assisted with interactive and multimedia content development as needed.
- Advised and assisted the curriculum authors in using educational media and technology tools to enhance instruction.
- Created instructional or training materials using multimedia software and mentored course development colleagues in Instructional Design best practices.
- Designed learning activities while incorporating university curriculum design principles.
- Maintained course templates for production in the Learning Management System and assisted in the development of courses.
- Participated in course development team meetings and performed other duties as assigned.
- Worked closely with academic partners and subject-matter experts to support and manage the design and development of online and hybrid courses, focusing on technology-driven components.

Instructional Designer (contract)

Purdue University — Hammond, Indiana   June 2015 – August 2015

Contracted with Academic Affairs through a funded grant with the State of Indiana.

- Created training modules for current and new academic advisors focusing on recognizing the needs of first-generation students, a primary audience of the university's student body.
- Designed training modules and content for in-person facilitation and online delivery.

Certified Trainer, Server, & Host

Olive Garden—Michigan City, Indiana   June 2009 – September 2014

- Assembled trays, salads, and soups within the kitchen alley area.
- Assisted to-go specialists in assembling orders for customers.
- Cleared tables and server sections as a busser.
- Maintained Indiana Alcohol & Tobacco Commission Permit Log for establishment.
- Sat guests in server sections as a host.
- Served guests based on company standards, providing exceptional guest service.
- Sold wines and appetizers, accompanying guest's meals.
- Trained new employees in specific positions, ensuring goals were met.
- Trained employees regarding the State of Indiana Alcohol Employee Permit standards.
- Upheld & adhered to company policies & regulations, reporting deficiencies to management.

Instructional Designer (contract)

Hudson RPO Solutions — Chicago, Illinois   December 2013 – July 2014

American Health Information Management Association (AHIMA)

Contracted through Hudson Global Resources Staffing Firm with American Health Information Management Association.

- Developed Health Information Management (HIM) courses in the Lectora authoring tool.
- Focused on creating modules and lessons specific to HIM content and ICD-10 Guidelines, which included creating pages, interactive materials, learning assessments, and exams.
- Provided troubleshooting assistance to the team while working on the provided template and scripts.
- Conducted QA testing upon completion of the course sections.

Course Management System Specialist (Graduate Assistant)

Purdue University — Hammond, Indiana   August 2012 – July 2014

- Assigned system hierarchy, delegated module administration, performed copies, backups, or archives of content, and created and merged courses/enrollments within a Learning Management System.
- Designed courses based on instructional principles, navigation, ease of use, and Universal Design and determined the appropriate use of tools and technology.
- Developed, planned, coordinated, and conducted user support, training (workshops and seminars), and documentation for the Learning Management System and other technology software, resources, and instructional technology projects.
- Performed Learning Management System troubleshooting for course templates, user enrollments, batch processes, functionality errors, and course management within a Learning Management System.
- Assisted with product, tool testing, troubleshooting, and service pack pilots on multiple service production levels of a Learning Management System.
- Provided the campus community with technical assistance for the university's Learning Management System as a system support administrator.

Instructional Design Assistant (Graduate Teaching Assistant)

Purdue University — Hammond/Westville, Indiana   August 2011 – May 2014

- Assisted in instruction as a teaching assistant for one of the capstone courses of a bachelor's degree program.
- Maintained cash register and associated transactions for the hospitality department's weekly university food service function.
- Assisted in inventory stock and par monitoring of a beer and wine service bar within the university based on Indiana State Alcohol regulations.
- Created and revised courses based on instructional principles, navigation, and ease of use.
- Designed instructional materials and videos for the campus Learning Management System and end-user support.
- Managed daily office duties related to customer service and maintained website posts and content in the WordPress Content Management System.
- Transformed content to engage learning with discussion forums and other collaboration tools to facilitate communication, as well as quizzes, surveys, and assignment drop boxes to assess learners and media items for interactivity.
- Worked with individual faculty members one-on-one and in small groups about their courses while integrating instructional design practices and practical online course design and curriculum strategies.

Formal & Professional Education

Corporate Instructional Design and Online Learning Development	2022

*Badges Earned***:** Storyline, Canva, Camtasia, and Learning Design
IDOL courses Academy — Atlanta, Georgia

Master of Science: Education (Instructional Design & Technology) — GPA 4.0	May 2014
Master of Arts: Communication — GPA 3.6 (GPA for both degrees: 3.71)	May 2014
Bachelor of Science: Hospitality & Tourism Management — GPA: 3.25	May 2011

Purdue University Calumet **—** *Hammond, Indiana*

Associate of Applied Science: Hospitality Administration	May 2009

Associate of Applied Science: Business Administration
    Magna Cum Laude, GPA for both degrees: 3.77
Technical Certificate: Management
Ivy Tech Community College of Indiana **—** *Northwest Region*

Achievements

- Certificate of Academic Proficiency (Writing) — ACT — 2009
- Dean's List — Ivy Tech Community College of Indiana — Spring 2009
- Nominated for Outstanding Graduate Student — *Department of Communication and Creative Arts,* Purdue University Calumet — May 2014
- State Graduation Awards — Michigan City High School — June 2005
- Student Employee of the Year — Purdue University Calumet (Purdue University Northwest) — 2014
- Undergraduate Semester Honors Certificates — Purdue University Calumet — Spring 2010 and Spring 2011

Professional Development

LinkedIn Learning Courses

- Leadership
    - Working with High-Conflict People as a Manager — July 2023
    - Be the Manager People Won't Leave — May 2023
    - Coaching New Hires — February 2023
    - New Manager Foundations (2022) — December 2022
    - Essential Lessons for First-Time Managers — December 2022
    - Becoming an Impactful and Influential Leader — December 2022
    - Communicating in the Language of Leadership — December 2022
    - How to Persuade When Facts Don't Seem to Matter — December 2022
    - 10 Mistakes Leaders Should Avoid — December 2022
    - Leading When You're Not in Charge — September 2022
    - Developing Credibility as a Leader — September 2022
    - Mentoring Others — May 2022
    - Body Language for Authentic Leadership — May 2022
    - Asserting Yourself, an Empowered Choice — May 2022
    - Motivating Your Team to Learn — March 2022
- Software
    - Learning Google Workspace Administration (Management and Reporting) — March 2022
- Learning & Design
    - Build Your Professional Training: Quick Start Guide — July 2023
    - Designing Learning Experiences in the Metaverse — May 2023
    - How to Design and Deliver Training Programs — May 2023
    - Developing Organizational Awareness — February 2023
    - Designing a Training Program: Setting Goals, Objectives, and Mediums — February 2023
    - How to Commit Learning to Memory — February 2023
    - Learning Design Thinking — September 2022
    - Designing Emotion: How to Use Design to Move People — September 2022
    - Developing a Learning Mindset — May 2022
    - Gaining Internal Buy-In for eLearning Training — March 2022
    - eLearning Essentials: Storyboarding — March 2022
    - Agile Instructional Design — May 2021

- o Introduction to Screencasting — May 2021
- o Measuring Learning Effectiveness — May 2021
- Project Management
  - o What Is Scrum? — September 2022
  - o Characteristics of a Great Scrum Master — September 2022
  - o How to Become a Project Management Entrepreneur — February 2022
- Communication
  - o How to Speak So People Want to Listen — May 2023
  - o Tips for Better Business Writing — December 2022
  - o Writing Formal Business Letters and Emails — December 2022
  - o Unconscious Bias — September 2022
  - o Creating Great First Impressions — May 2022
  - o Confronting Bias: Thriving Across Our Differences — May 2022
  - o Communicating Nonverbally — April 2022
  - o Communicating with Charisma — April 2022
  - o Communicating with Empathy — February 2022
  - o Unlocking Authentic Communication in a Culturally Diverse Workplace — February 2022
- Performance
  - o Productivity: Prioritizing at Work — July 2023
  - o Developing a High-Performance Mindset — May 2023
  - o How to Organize Your Time and Life — February 2023
  - o How to Be More Strategic in Six Steps — December 2022
  - o How to Have a Happier Workweek — May 2022
  - o How to Make Strategic Thinking a Habit — May 2022
  - o How to Be Both Assertive and Likable — May 2022
  - o The Six Morning Habits of High Performers — February 2022
  - o How to Ask Productive Questions — January 2022
  - o How to Build Rapport Quickly — January 2022
- LMS
  - o Learning Moodle 3.11 — April 2022
  - o Learning Brightspace by D2L — April 2022
  - o Canvas: Tips, Tricks, & Techniques – January 2022
  - o Learning Canvas (2021) — December 2021
  - o Foundations of Learning Management Systems (LMS) (2018) — July 2021
  - o Learning Management (LMS) Quick Start – December 2021

LinkedIn Learning Pathways

- Become a Photographer
  - o Photography: First Steps — March 2022
  - o Introduction to Photography — April 2022
  - o The Elements of Effective Photographs — April 2022
- Learning & Design Pathways
  - o Build a Company Learning and Development Program — April 2022;
  - o Become an L&D Professional — April 2022;
  - o Advancing Your Skills As An L&D Professional — September 2023; in collective with these courses:
    - ▪ The Future of Workplace Learning — March 2022
    - ▪ What You Need to Know to Get Started with Your Training Program — March 2022
    - ▪ Organizational Learning and Development — March 2022
    - ▪ Components of Effective Learning — March 2022
    - ▪ Setting and Managing Realistic Expectations for Your L&D Program — March 2022
    - ▪ Data-Driven Learning Design — March 2022
    - ▪ Motivating Your Team to Learn — March 2022
    - ▪ Tips for Learner Engagement — April 2022
    - ▪ Practical Success Metrics in Your Training Program — April 2022
    - ▪ Creating a Culture of Learning — April 2022
    - ▪ Creating Inclusive Learning Experiences — April 2022
    - ▪ Designing the Learner's Journey — September 2023
- Google Suite (Collective)
  - o Google Sites Essential Training — March 2022
  - o Google Docs Essential Training — April 2022
  - o Google Slides Essential Training — February 2022
  - o Google Forms Essential Training — February 2022

- o   Google Mail (Gmail) Essential Training — July 2021
- o   Google Meet Essential Training — July 2021
- o   Google Drive Essential Training — July 2021
- o   Google Calendar Essential Training — July 2021
- Instructional Design Series (Become an Instructional Designer) — May 2021
  - o   Create Video Training — April 2021
  - o   Working with SMEs — April 2021
  - o   Adult Learners — March 2021
  - o   Essentials: Models of ID — September 2020
  - o   Needs Analysis — September 2020
  - o   Storyboarding — September 2020

Online Learning Consortium

- Copyright and Fair Use I & II — June 2019
- Project Management for IDs — September 2018
- ID Foundations — October 2018
- Course Quality Review — June 2018

Quality Matters

- Quality Matters: Accessibility Webinar — September 2019
- Quality Matters: Sixth Edition Update (RU) – Higher Education — June 2018
- Quality Matters: Peer Reviewer Course (PRC) – Higher Education — January 2018
- Quality Matters: Applying the QM Rubric (APPQMR) – Online — January 2017

Skillport Learning

- Project Management Pathway (Career REDE Center) [ATGE] — September 2019

Experiential Learning & Community Service

Experiential Learning
- Assisted in the organization and executed food & beverage service for a private 50-person wedding anniversary party for a former Purdue University chancellor. (2011)
- Assisted in the organization and executed food & beverage service for a Purdue University Vice Chancellor's private holiday party. (2010)
- Compiled Criswell-Schlaak family history through extensive research utilizing 1) State Archives, 2) Cemetery Records, 3) Library Research, and 4) Internet & Database Research. (2001-ongoing)
- Organized an international dinner for eighty persons, including formulating a Thai dinner menu, designing a banquet floor plan, directing staff, creating event decorations, developing standard operating procedures, serving as maître 'd, and confirming the event was planned. (2011)

Community Service
- Volunteered as a chaperone for the Michigan City Area Schools (Michigan City, Indiana) with STEM Field Trips. (2023, 2024, 2025)
- Participated with local city council candidates as a volunteer for flyer/business card distribution, event attendance, and photography services. (2022-2023)
- Partnered pro-bono with the Challenger Learning Center (Hammond, Indiana), a non-profit educational center, to create instructional media as a course fulfillment. (2012)
- Volunteered tour guide and lawn care services at International Friendship Gardens (Michigan City, Indiana) from 1997-2005.

Conferences & Instructional Experience

Conferences
- Presented a concurrent solely at the Indiana Computer Educators (ICE) Conference — October 2013: "Reaching student communication and learning needs through Web Accessibility."
- Co-presented at the ICE Conference — October 2012: "Screen-capturing, screen-casting and screen sharing for the budget-friendly teacher."

Instructional Experience

- Aided professors in undergraduate class instruction as a Lab Assistant at Purdue University Calumet (Northwest) in Fall 2010 and Spring 2011, and as a Learning Assistant/Teaching Assistant/Graduate Assistant in Fall 2011, Spring 2012, and Fall 2012.
- Conducted and developed user support training for in-person and distance university personnel regarding Learning Management System migration and standard operational usage. (2014, 2016, 2021, 2022)
- Trained new team members on Amazon Web Server (AWS) and company systems, as well as archiving and migration services and processes in the capacity of a team member and training manager. (2021-2023)

Certifications & Licenses

- Certified Alcohol Server Trainer — June 2011-July 2014
- Collaborative Institutional Training Initiative (CITI): Group 2 - Social Behavioral Research Investigators and Key Personnel
- CPR/AED & First Aid Certification-American Red Cross
- IT University Online: Microsoft Office Suite 2010 (MS Access and Excel-August 2015 — MS Outlook and PowerPoint-July 2015 — MS Word-April 2015)
- Lectora Certification – Trivantis Corporation — January 2014
- ServSafe Food Safety Certification — Certification of Inventory and Purchasing & Certification of Food Service Cost Control-September 2009 — Certification of Menu Marketing and Design-August 2008 — Certification of Food Service Management-August 2009 (National Restaurant Association Educational Foundation - ManageFirst Management Program)

Professional Memberships & Academic Societies

- Academic Honor's Society – Phi Theta Kappa — Inducted April 2009
- American Culinary Federation – Volunteer — 2007-2009
- Business Honor's Society – Kappa Beta Delta — Inducted March 2008
- Instructional Designers Association – Quality Matters — Joined 2016
- Ivy Tech Culinary Club – Treasurer — 2008-2009
- Purdue University Calumet (Purdue University Northwest) HTM Club – Member — 2010-2014 (Alumni: 2011-2014)

Portfolio Publications

Criswell, A. B. (2021). *Adding a New User as a Site Administrator in Moodle*. YouTube. https://youtu.be/j1M-AaUWmLA

Criswell, A. B. (2021). *Adding a New User as a Site Administrator in Moodle*. https://alexbcriswell.com/wp-content/uploads/add_new_site_user_admin_moodle_dx_fin_ac.pdf

Criswell, A. B. (2021). *Communication Strategies for Remote Teams*. https://i0.wp.com/www.alexbcriswell.com/wp-content/uploads/VirtualCommunicationStrategies_Infographic.png?resize=120%2C300&ssl=1

Criswell, A. B. (2021). *Composing an SBAR*. https://alexbcriswell.com/wp-content/uploads/Composing_an_SBAR_ac.pdf

Criswell, A. B. (2021). *Interview Process Training Course*. Articulate Rise 360. https://alexbcriswell.com/idol/interview-process-training-rise/content/index.html#/

Criswell, A. B. (2021). *Managing Stress By Breathing*. https://i0.wp.com/alexbcriswell.com/wp-content/uploads/DoItMessy_478Breathing_Infographic.png?ssl=1

Criswell, A. B. (2021). *Outdoor Warning Sirens*. https://i0.wp.com/www.alexbcriswell.com/wp-content/uploads/outdoor_warning_sirens_hoosier_infographic.png?resize=120%2C300&ssl=1

Criswell, A. B. (2021). *Project Management Course*. Articulate Rise 360. https://alexbcriswell.com/idol/project-management-rise/content/index.html#/

Criswell, A. B. (2021). *SOAR Method Video*. YouTube. https://youtu.be/oqZWsWaCkJQ

Criswell, A. B. (2018). *Design Thinking and Millennial Learning: Meeting the needs of today's learners*. YouTube. https://www.youtube.com/watch?v=dRZuMCXAJUk

Criswell, A. B. (2017). *Coursetune Overview*. YouTube. https://youtu.be/XLhBzgGygOo

Criswell, A. B. (2017). *Project Management*. YouTube. https://youtu.be/9xVakKbMKsU

Criswell, A. B. (2014). *Business Proposal and Philosophy*. https://alexbcriswell.com/wp-content/uploads/Consulting_Business_Proposal_acrisw00.pdf

Criswell, A. B. (2013). *Accessibility & Training*. SlideShare. https://prezi.com/e4dwyn_lubo8/accessibility-training/

Criswell, A. B. (2013). *Reaching Student Communication and Learning Needs Through Web Accessibility*. SlideShare. https://www.slideshare.net/acrisw00/reaching-student-learning

Criswell, A. B. (2012). *Instructional Design Plan for Online Learning*. https://alexbcriswell.com/wp-content/uploads/Online_Learning_Instructional_Design_Plan_acrisw00.pdf

Criswell, A. B. (2011). *007: The Main with the Golden Gun – Cuisine of Thailand*. Restaurant Foods Lab *Project Binder*. https://alexbcriswell.com/wp-content/uploads/HTM_GoldenGunLab_EntireProject_Redacted.pdf

Criswell, A. B. (2011). *Learning Space Design Plan*. https://alexbcriswell.com/wp-content/uploads/Learning_Space_Design_Plan_acrisw00.pdf

Criswell, A. B. (2011). *Learning Space Design Plan*. YouTube. https://youtu.be/KFZV62zz1dE

Criswell, A. B. (2011). *Next Generation Training Initiative*. https://alexbcriswell.com/wp-content/uploads/Technology_Vision_acrisw00.pdf

Criswell, A. B. (2011). *Next Generation Training Initiative*. YouTube. https://youtu.be/Kstijtka_iE

Criswell, A. B. (2011). *Properly Portioning an Olive Garden Salad*. *Instructional Design Proposal*. https://alexbcriswell.com/wp-content/uploads/Instructional_Design_Project_Proposal_acrisw00.pdf

Criswell, A. B. (2011). *Properly Portioning an Olive Garden Salad*. *Interview Podcast*. YouTube. https://youtu.be/pwqlrsS307w

Criswell, A. B. (2011). *Properly Portioning an Olive Garden Salad*. *Interview Podcast*. Video. YouTube. https://youtu.be/CapPyPdqUu0

Criswell, A. B. (2011). *Properly Portioning an Olive Garden Salad*. *Instructional Podcast*. YouTube. https://youtu.be/Gs-410Z-DW4

Criswell, A. B., Aljaziri, A., & Rettew, D. (2012). *Facebook Privacy and Communication Presentation*. https://alexbcriswell.com/wp-content/uploads/Facebook_Privacy_Presentation_acrisw00.pdf

Criswell, A. B., Aljaziri, A., & Rettew, D. (2012). *Facebook Privacy and Information Disclosure*. https://alexbcriswell.com/wp-content/uploads/Facebook_Privacy_Paper_acrisw00.pdf

Trekles, A. M., Criswell, A. B., & Beemsterboer, E. (2012). *Screen-Capturing, Screen-Casting, and Screen Sharing for the Budget-Friendly Teacher*. SlideShare. https://www.slideshare.net/acrisw00/screencasting-for-the-budgetfriendly-teacher

Discover More

As a lifelong learner and educator, Alex follows the motto "Always Learning, Always Teaching," and he continually seeks new challenges that will help him grow personally and professionally.

Navigate to his portfolio site to learn more about his experience and his digital showcase.