



Alex B. Criswell

Instructional Designer



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 Greater Chicagoland

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Overview

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.

- Able to perform autonomously or within small and large groups, even remotely.
- Adaptable to different work environments, styles, and expectations.
- Analytical, organized, systemic, process-oriented and keen attention to detail.
- Creative, innovative, and design-thinking mindset with robust technical abilities.
- Direct training experience with in-person and online facilitation.
- Personable communication style with strong oral and written communication skills.
- Self-starter with an autodidactic mindset and efficient baseline process.
- Service-based professional and dependable work ethic.
- Strives for quality in the design, development, and production of effective instructional materials.

Skills

- Communication
- Copyright
- Course Design
- Graphic Design
- Instructional Materials
- Process Analysis
- Project Management
- Technical Writing
- Web Design & Accessibility

Technologies

- Adobe CC - Acrobat, Dreamweaver, PS
- Articulate Rise 360
- Audacity
- AWS
- Canva
- Camtasia & Snagit
- Learning Management Systems
- Google Suite & Microsoft Office
- Snagit
- WordPress

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.

Fieldwork Experience

Learning & Development Manager | K16 Solutions

2022 – 2023

- Authored and managed the technical documentation and training courses for company curriculum utilized by various roles.
- Developed a performance review process, including a fillable form, instructions, as well as standard operating procedures.
- Developed courses and learning materials for workshops, groups, and one-on-one training sessions for both onboarding, organizational processes, and company topics.
- Led onboarding and training of at least 20 new team members regarding company-related (people operations) and department-related processes.

Learning Management System Migration Administrator | K16 Solutions

2021 – 2022

- Administered, managed, and tested the features and functions of multiple Learning Management System platforms.
- Developed a standard template for Quality Assurance (QA) tracking in Microsoft Excel containing instructions, special form fields, and data validation (drop down) options.
- Performed Learning Management System migration tasks involving script executions in Amazon Web Server (AWS) and technical troubleshooting within platforms.

Senior Instructional Designer | Chamberlain University

2019 – 2021

- Authored instructional guides, content, and standard operating procedures regarding accessibility, copyright, and permissions for department and academic use.
- Developed and updated simple media interactives, performed minor audio/video editing, and created graphic design elements.

Instructional Designer | Adtalem Global Education

2016 – 2019

- Advised and assisted the curriculum authors and subject-matter experts in the most appropriate use of educational media and technology tools to enhance instruction and create new and engaging learning environments.
- Conducted needs assessments, identified learner gaps, analyzed data, and made recommendations for content enhancements and/or improvements to further increase learner engagement and close learner gaps.

Formal & Professional Education

IDOL Courses

- *Certificate in Instructional Design - In Progress*
- *Badges in Storyline, Canva, Camtasia, and Learning Design (2022)*

Purdue University

- *Master of Science in Education (2014)*
- *Master of Arts in Communication (2014)*
- *Bachelor of Science in Hospitality Management (2011)*

Ivy Tech Community College

- *Associate of Applied Science in Hospitality Administration (2009)*
- *Associate of Applied Science in Business Administration (2009)*
- *Technical Certificate in Business Management (2009)*