
JEANNINE CARR

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Self-directed Instructional Design Professional with over 9 years of solid experience in every step of the instructional systems design process, as well as technical development and multimedia production; significantly contributing to corporate goals for employee growth and customer retention. Deliver interactive **customer-facing** and **internal sales** training material via the web, corporate intranet and Learning Management System.

Expertise includes eLearning/blended learning, as well, as formal methodologies including Bloom's Taxonomy and Kirkpatrick's Four Levels of Evaluation. Strong capability in managing projects according to schedule. Possess a high level of creativity and the ability to work independently as well as part of a group.

TECHNICAL EXPERIENCE:

eLearning/Blended Learning • Bloom's Taxonomy • Kirkpatrick's Levels of Evaluation • Project Management • OutStart LCMS Evolution • Flash • Captivate • DreamWeaver • Lectora • QuestionMark Perception • RoboHelp • RoboDemo • PhotoShop • Illustrator • Sound Forge • Adobe Acrobat • MicroSoft Office • Centra • WebEx

PROFESSIONAL EXPERIENCE:

LEXISNEXIS

July 2006 - present

Instructional Designer

- Built the first customer-facing product knowledge eLearning module in a re-useable format as a basis for multiple iterations of the program. This program is targeted towards low-revenue generating customers, allowing additional training resources to be focused on higher revenue generating customers. By design, this model focuses appropriate training resources where the business will see the most return on investment. Additionally, I act as the liaison with vendors contracted to replicate my original eLearning module design across other product lines.
- Act as primary liaison for vendors and other departments regarding eLearning standards and best practices. Perform technical and design reviews of vendor products for quality, accuracy and appropriateness to user and learning objectives.
- Develop highly interactive, 508-compliant, learning solutions, such as simulations, cutting-edge eLearning programs, electronic performance support systems, blended learning and job aids. Prepare instructional objectives, evaluative tools and techniques to determine course effectiveness.
- Research, recommend and document systems and processes pertaining to the Customer and Sales Education Department workflow. Train team members in department processes and development standards.
- Develop, publish and test LCMS, LMS and SCORM compliant courseware.

MAYAN TOWERS CONDOMINIUM II, INC.

March 2005 – July 2006

Office Manager

- Conducted all day-to-day operations for 140-unit condominium.
- Coordinated payroll and invoice processing with Accounting Company.
- Acted as liaison between Board of Directors and Owners.
- Designed, developed and maintained Association website and all web-based communications.
- Recorded, typed and distributed minutes of all Board meetings.
- Prepared presentations and assisted with budgeting process.

NATIONSRENT

May 2004 – March 2005

Instructional Designer

- Developed the structure, sequence, materials and transfer methodology for courses.
- Prepared instructional objectives, evaluative tools and techniques to determine course effectiveness.
- Utilized Bloom's Taxonomy to create multiple levels of abstraction of questions; measured the learners competency and skills demonstrated.
- Designed and delivered Level 1 and 2 Evaluations to assess training effectiveness.
- Developed highly interactive eLearning simulations, job aids, and blended learning solutions.
- Solicited expertise from training colleagues and others as necessary (project owner, subject matter experts, learning management administrators, etc.) to accomplish the program design, development, and delivery.

- Designed and facilitated internal training classes for Centra7 software.

MOREDIRECT**2003 - May 2004****Instructional Designer**

- Designed and developed new training programs and operational support materials
- Conducted job task analyses and collaborated with subject matter experts to determine content of training.
- Designed and delivered Level 1, 2 and 3 Evaluations to assess training effectiveness.
- Trained a sales team of 90+ employees on new system implementations via WebEx training sessions.

OFFICE DEPOT**1998 - 2003****Instructional Designer**

2000 - 2003

- Developed the structure, sequence, materials and transfer methodology for the course.
- Prepared instructional objectives, evaluative tools and techniques to determine course effectiveness.
- Utilized Bloom's Taxonomy to create multiple levels of abstraction of questions; measured the learners competency and skills demonstrated.
- Designed and delivered Level 1 and 2 Evaluations to assess training effectiveness.
- Developed highly interactive learning solutions, such as simulations, job aids, electronic performance support systems (scored/tracked quizzes, tests & surveys), blended learning, and cutting-edge eLearning programs.
- Solicited expertise from training colleagues and others as necessary to accomplish the program design, development, and delivery.
- Recorded audio files for web-based training and video production.
- Facilitated internal training classes for DreamWeaver, Flash and QM Perception.

EDUCATION

Florida Atlantic University, Bachelor of Arts Degree in Communication

URL

Go to www.solidstructures.biz to see samples of my work.