

ROBIN ARMSTEAD

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Learning and Development Consultant

eLearning Developer with proven experience in designing and delivering training for online and corporate classrooms. Proven expertise in managing and administering policies and procedures for e-learning environments involving 500+ courses with Learning Management System (LMS) to meet accreditation requirements. Strong technology and teaching skills with a demonstrable commitment to quality. Proven skills and knowledge in:

- Educational Technology
- Strategic Analysis
- Training Needs Assessment
- Online Course Design
- Small Project Management
- LMS Implementation

Technology: Articulate Storyline 360, Adobe Photoshop, Adobe After Effects, Microsoft Office

Education: Master of Educational Technology, Boise State University, Idaho, 2013

Certifications & Professional Affiliations:

- Certificate in Online Adult Education, Boise State University, 2013
- Certificate in TEFL, Georgia State University, 2008
- Certificate in A.S. Health Information Technology, Macon State College, 2005
- Member, Association for Training Development (ATD)
- Member, The eLearning Guild

Publications & Presentations:

- Minority gamers don't feel right in white skin: Avatar options are woefully limited. *EdTech Connection*. January 2013.
- Cloud party: The Intersection of virtual worlds and mainstream social networks. *Virtual Education Journal*. v2, 4., 2013 (with Haskell, C.)
- AECT 2012 Conference Presentation for ICEM, 2012: Ethnicity Representation in Edutainment Games

INSTRUCTIONAL DESIGN & LMS EXPERIENCE

March 2019-Present **Senior Instructional Designer**, Georgia's Own Credit Union, Atlanta, GA

Georgia's Own Credit Union (<http://www.georgiasown.org/>) is one of the largest credit unions in Georgia. It services almost 200,000 members across the state and has approximately 450 employees.

Key responsibilities (reports to Director of Enterprise Learning):

- Implemented new learning management system, from BAI to Cornerstone.
- Oversee training for vendor system implementation projects.
- Oversee support and management for current Learning Management System.
- Plan training for change management during mergers
- Participate in merger meetings as a consultant to project team and new partners.
- Convert live presentations to digital formats.
- Work with Training Manager to develop a Training Roadmap.
- Consult with internal clients to include new eLearning into current training roadmap.
- Prepare infographics and internal advertisements from Learning and Development and Human Resources.
- Create and revise eLearning modules.

- Create standard operating procedure documents.
- Meet with vendors to develop training plans for ILT and online training for enterprise-wide software implementations
- Provide guidance for online course development and deliverables from instructional designers and contractors
- Create and manage project deadlines for instructional design team

May 2016- March 2019 **Instructional Designer**, LexisNexis, Alpharetta, GA

LexisNexis (<http://www.lexisnexis.com/>) is one of the largest holders of public and private data in the world. It leverages this information to provide products and services to businesses around the world.

Key responsibilities (reports to Instructional Design Lead):

- Create and maintain training department infrastructure including process documentation, training forms, file storage and management.
- Use the ADDIE Model to create foundational interactive e-learning courses using Articulate Storyline 2.
- Record and edit narration for courses and videos.
- Collaborate with team members to create videos and newsletters.
- Create customized quick reference guides for business partners.
- Provide support for the Learning Management System.

Sept' 2015-May 2016 **Mobile Learning Analyst**, Cox Automotive, Sandy Springs, GA

Cox Automotive (<http://coxautoinc.com/>) is comprised of over 20 smaller companies including Autotrader, Manheim, Kelley Blue Book, and Next Gear Capital. With a global presence, this company is one of the world's largest new and used wholesale auto vendors with ventures in 15 countries and 25,000 employees.

Key responsibilities (reports to LMS and Mobile Learning Manager):

- Manage the mobile learning application for Australia, New Zealand, and the United Kingdom.
- Design mobile friendly courses for product and soft skills training using Storyline 2 and Camtasia.
- Develop testing and compliance solutions using ID and LMS knowledge.
- Create training courses, job aids, and videos for navigating the application on multiple mobile devices.
- Troubleshoot end user issues related to application access and training assignment.
- Participate in cross organizational meetings to discuss best practices for the mobile learning application.
- Provide support to business partners for mobile learning application utilization and best practices.
- Apply knowledge of game and scenario-based learning to course development and system configuration.
- Keep up with current trends and research in the mobile learning industry.

May 2014-Jan 2016 **Training Consultant**, DeKalb Community Services Board, Decatur, GA

DeKalb Community Services Board (<http://deksb.org/>) has 563 employees plus 50 temps, contractors, and vendors operating in one main admin building, 10 Behavioral health sites and Developmental Disability sites, 12 Residential Homes. It is the leader in education for Community Service Boards across the country.

Key responsibilities (reports to Human Resources Manager):

- Created an online course to introduce and instruct over half of the agency on the new clinical management and scheduling system, Avatar, which included weekly meetings with project management team.
- Used the ADDIE Model to develop online training courses.
- Used course authoring software including Articulate Storyline, Studio, and Camtasia.

- Worked with SMEs to build course content.
- Created and edit videos to incorporate in web-based training.
- Converted PowerPoint presentations to web-based training.
- Updated web-based courses with current information.
- Strategized ways to integrate Human Resource Systems with the Training Department.
- Assisted the Training Coordinator with developing project management plans to handle audits.

May 2014-Sept' 2015 **LMS Technical Administrator**, Gentiva Health Services (eTech Experts), Atlanta, GA

Gentiva Health Services (<http://gentiva.com/>) is one of the largest home health and hospice companies, having over 25,000 employees with nearly 700 individual job roles and located in 40 states.

Key responsibilities (reports to LMS Team Lead):

- Implemented a new LMS, Relias, for 20,000 people by the strict go live date.
- Managed temporary workers for projects related to the LMS maintenance.
- Created testing plans for courses and settings of the LMS.
- Served as a technical expert for Relias LMS administration and optimization.
- Configured reports using BI and PeopleSoft Data.
- Validated data imported between technical applications.
- Created automatic enrollment curriculums based on job codes and hire dates.
- Addressed supervisor, instructor and learner LMS issues using Cherwell IT service management system.

Sept' 2013-May 2014 **Instructional Designer**, DeKalb Community Services Board, Decatur, GA

Key responsibilities (reports to Training Coordinator):

- Designed, developed, and implemented online trainings for staff mapped to accrediting organizations, including the Georgia Department of Behavioral Health and Developmental Disabilities, the Georgia Medical Care Foundation, and Commission on Accreditation of Rehabilitation Facilities (CARF). Direct and oversee documentation project management for accreditation compliance; failure to comply results in financial penalties.
- Led major overhauls of current systems to identify gaps, create policies, and incorporate efficiency, such as current implementation of new LMS.
- Evaluated technology products for appropriate departmental integration.
- Managed and scheduled learning tasks for 500+ courses.
- Instructed courses and workshops as needed.