

# Heather Smith

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## Instructional Designer

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### Professional Summary

Experienced educator with over twenty years of experience in leadership, training, and problem solving. Demonstrated track record of consistency, compassion, and innovative implementation while delivering business critical results. Highly motivated and dedicated to providing engaging solutions to build success within any organization.

Portfolio: <https://oasisjoy.wixsite.com/hj-learning-solution>

### Areas of Expertise

- Microsoft Suite
  - Google Suite
  - Training and Development
  - Articulate Rise
  - Camtasia
  - Teamwork & Communication
  - Articulate Storyline 360
  - Issue Resolution
  - Issue Management
  - Adobe Creative Suite
  - Procedures Management
  - Project Management
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### Professional Experience

Unity Classical Charter School | Charlotte, NC

2018-2023

#### **Educator**

- Design interactive elearning activities such as role plays, games, videos, and graphics to support company standards and led to an increase of knowledge retention in learners
- Facilitate instructor led training as a SME, which led to employee efficiency on the LMS
- Develop participant manuals, slide decks, and facilitator guides for instructor led training
- Implement the scope and sequence for projects and ensuring they stay on schedule leading to efficient time use
- Design and Develop instructional design resources which aided employees in effectively carrying out their jobs
- Consult with internal teams to develop strategies for successful implementation of new software resulting in increased client achievement measurable by one academic year
- Redesign and implement trainings on current systems using VoIP and acting as mentor for colleagues to ensure maximum success in virtual delivery of current programs on a new LMS
- Manage multiple projects organization wide
- Evaluate learning with knowledge assessments and conducting data analysis to drive results

Carmel Christian School | Matthews, NC

2007 - 2018

#### **Educator**

- Design and Develop instructional resources
- Assess and redesign learning structures to maximize learner achievement
- Rewrite content to increase learner engagement and understanding
- Evaluate learner growth through data analysis after evaluation

Heritage International School | Kampala, Uganda

Shikahama English Adventures | Tokyo, Japan

2002- 2005

#### **Educator**

- Design learning experiences for learners of all ages and varying English proficiencies
  - Evaluate learner effectiveness using assessments and observation
  - Ability to Adapt to diverse cultural norms and working with stakeholders to achieve growth
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## **Education**

**Bachelor of Science - Education** 2000  
California State University of Fullerton

**Certificate - Interior Design** 1997  
Interior Designers Institute of Newport Beach

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## **Additional Skills**

Volunteer Leader | Guest Relations | Self-Starter | some Spanish | Collaborator | Inventory | Guest services |