

jsmorris201@gmail.com

(817) 919-2832

Skills

- eLearning Design
- Instructional Design
- Technical Writing
- Classroom Facilitation
- Virtual Facilitation
- ADDIE Model
- Adult Learning Principles
- Needs Assessment
- SME Engagement
- Project Management
- Knowledgebase
- Reporting
- LMS Administration
- SCORM
- Troubleshooting
- Video Editing
- Cornerstone OnDemand
- Taleo
- Workday Learning
- Articulate 360
- Adobe Creative Suite
- Canva
- MS Office
- Talkdesk

Education

BME in Music Education

East Carolina University

Greenville NC

ADT

Advanced eLearning Instructional
Design Certificate

Dallas TX

References

Available on request

John S. Morris

Professional Summary

I am an experienced instructional designer with significant experience in using MS Office, Articulate 360, and Adobe Creative Suite to design effective eLearning, manuals, user guides, and classroom curricula. I have worked with Learning Management Systems such as Workday Learning, Taleo, ELM, and Cornerstone OnDemand. In addition to my design and LMS experience I have facilitated classroom training on a variety of topics including software applications, customer service, and process improvement.

Experience

Operations Training Developer - Quadient

Aug 2018 – May 2025

- Used ADDIE model, Articulate Storyline, Adobe Illustrator, Adobe Express, Canva and MS Office suite, to create learning materials including user guides, infographics, eLearning, assessments, and videos to support the operation of a global call center organization.
- Collaborated with all levels of management, subject-matter-experts, and external consultants to perform needs assessments and close knowledge gaps.
- Created detailed, richly formatted user guides and quick start guides on software and hardware.
- Supported the implementation of Workday Learning LMS.
- Supported the implementation of Talkdesk Knowledgebase.
- Served as the LMS Manager for the global call center organization.
- Collaborated with other departments in a company-wide rebranding by coordinating the re-design of customer-facing forms and guides.
- Managed multiple projects following project timelines and meeting deadlines.

Clarity Consultants - Instructional Designer - Contract with Waste Management

Jun 2018 – Aug 2018

- Used MS Office Suite to create classroom curriculum and materials for Hazardous Energy Lockout training, to be implemented company-wide at a major waste disposal company.
- Engaged subject-matter-experts to create a classroom curriculum that included instructor cues, background information, applicable laws, company rules, and classroom activities.

Randstad - Instructional Designer - Contract with Nestle Waters

Apr 2017 – Feb 2018

- Member of implementation team at large beverage company for Salesforce CRM, product catalog, and task management solution.
- Collaborated with stakeholders and SMEs to perform needs assessments and plan training.
- Designed eLearning solutions using Articulate Storyline.
- Coordinated with other onshore and offshore designers to ensure timely and accurate conversion of storyboards to LMS-ready content.
- Loaded and configured eLearning content in Cornerstone OnDemand LMS.
- Modified eLearning as the processes to be documented changed during implementation.
- Managed projects to meet tight deadlines.

Break in Employment

Dec 2015 – Apr 2017

- Moved from TX to CT to be near sick family member

University of Texas Southwestern Medical Center – eLearning Consultant

Nov 2006 – Dec 2015

- Used Adobe Frame, Adobe Captivate, and MS Office Suite to create learning materials including user guides, eLearning, and videos to support the Talent Development organization of a large academic medical center.
- Configured, optimized, and troubleshoot SCORM packaged content.
- Served as a consultant for departments desiring to implement eLearning.
- Served as the LMS content manager for the university.
- Designed and implemented multiple compliance training items for 10,000+ users.
- Provided reports on training compliance and LMS usage and training compliance.
- Supported the implementation of three LMS systems over 10 years, (iAim – proprietary, Oracle ELM, Oracle Taleo).
- Provided LMS and eLearning support for research and radiation safety activities.
- Managed multiple projects following project timelines and meeting deadlines.