Harry Tong

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INSTRUCTIONAL DESIGNER

Trilingual (Japanese, Chinese, English) instructional designer with 5+ years' global experience in training and education. Highly adept at aligning learning with business strategy by collaborating with stakeholders and Subject Matter Experts (SMEs). Utilizes a learner-centered approach and expertise in learner engagement to create impactful solutions.

WORK EXPERIENCE

Brivo **Remote, USA**
Training Content Developer *January 2024 – Present*

- Designed and developed interactive e-learning modules by collaborating with cross-department senior leadership to support organizational goals; sufficiently prepared 98% of learners to install our primary security system offering
- Spearheaded the development of a scenario-based version of company's flagship certification program, increasing number of proficient users by 375% and generating $4.5 million in revenue
- Optimized the e-learning design process by adopting an agile approach, reducing course development time by 56%
- Drove up unique monthly learner engagement of company's Learning Management System (LMS) by 250 users, representing a 45% growth rate, by developing a series of microlearning courses to be accessed on the job
- Raised core responsibilities readiness by 26% for new employees by developing role-specific onboarding tracks, enhanced with spaced repetition for tailored learning

High Expectations **Boston, MA**
Instructional Designer & Educator *June 2023 – June 2024*

- Analyzed needs and developed employee training course regarding learning technology usage
  - Developed self-paced online courses using Vyond, Articulate 360, and Camtasia, achieving greater implementation of multimedia during instruction and raising content development efficiency by 60%
- Partnered with SMEs to create objectives-based lesson plans and eLearning modules, reaching 93% learner mastery

Boston Public Schools **Boston, MA**
Resident Instructor *July 2022 – June 2023*

- Designed and managed multiple projects simultaneously, ensuring timely delivery and stakeholder communication
  - Developed and implemented interactive multimedia in the LMS, leading to 87% rise in learner productivity
- Managed and analyzed learner data daily to improve program effectiveness, raising learner achievement by 25%

Envision Co. Ltd **Tokyo. Japan**
Corporate Recruitment & Training Specialist *November 2020 – August 2021*

- Built and delivered new learning and development initiative on soft skills, raising employee achievement by 53%

JET Program **Sado City, Japan**
English Language Instructor *August 2018 – November 2020*

- Trained colleagues on digital learning content library navigation, enhancing content development efficiency by 71%
- Created and executed daily microlearning programs in partnership with SMEs, raising achievement by 34%

EDUCATION

University of Massachusetts Boston **June 2023**
- *MEd, Elementary Education; GPA: 3.91/4.00* *Boston, MA*

Northwestern University **June 2018**
- *BA, Economics; Dean's List; GPA: 3.65/4.00* *Evanston, IL*

SKILLS

- **eLearning Authoring:** Articulate Storyline 360; Vyond; Camtasia; Articulate Rise; PowerPoint; Figma; Canva
- **Learning Management Systems (LMS):** Canvas; Google Classroom, Eduflow
- **Productivity/Collaboration Tools:** Asana; Excel; Word; Microsoft Suite; Google Workspace; ChatGPT