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PMP · CSM · M.S. INSTRUCTIONAL TECHNOLOGY

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Selected case studies in learning systems architecture, creative studio operations, and experience design. Each project represents a full-cycle initiative from diagnosis through delivery, including the go/no-go calls, pivots, and operational outcomes.

CASE STUDIES

Agile Certification Program Development

ModMed · 17,000+ Users · 12 Months

Creative Studio Build Agile Transformation +45 NPS 85% Faster Delivery

Unified Self-Service Knowledge Ecosystem

ModMed · 15,000+ Clients · 12 Months

Experience Architecture Role-Based Segmentation 70% Engagement Increase 50% Ticket Reduction

Frictionless Onboarding Engine

ModMed · 17,000+ Users · Delivered 2 Weeks Early

Media Production HIPAA Compliance GCP Architecture 80% Support Reduction

Technical R&D and Simulation Architecture

ModMed · Cross-Departmental · 2 Months

GenAI Tool Evaluation Go/No-Go Framework 90% Effort Reduction iPad Security

Dual-Track Learning Ecosystem for 17,000+ Users

ModMed · 15,000 External + 2,000 Internal · 12 Months

Enterprise Platform Architecture Salesforce API \$760K Recaptured Crisis Recovery

Institutional Platform Migration & Media Scaling

Florida Atlantic University · Multi-Phase

LMS Migration WCAG Compliance Video Production SOPs Change Management

Demo Video

ModMed · Production Sample

Media Production Voice-Over Direction Brand Standards