

Diane V. Fredericks (Instructional Media Designer)

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Career Objective

Experienced and detailed-oriented instructional designer with 9+ years of experience and proven knowledge and outstanding success in course framework| program management, e-learning, troubleshooting, and web page content. Aiming to bring learning excellence skills to successfully fill the Instructional Designer role at your company. Skilled in delivering curriculum mapping strategies with instructional methodologies that align with organizational and performance outcomes with customer and end-user help desk support.

Highlight Skills

- Problem-Solving
- Project Management
- Moodle, Canvas, Brightspace D2L LMS, Loud Cloud
- Instructional Methodologies (ADDIE / Backward Design, Agile, Bloom's Taxonomy)
- Articulate 360 (Rise, Storyline, Studio, Replay, Peek)
- Adobe Captivate
- Artificial Intelligence tools (Synthesia, Chat GPT, Bard and Bingchat)
- Project Management Tools (Monday.com)
- Content development in an organization
- Ellucian Colleague / Quickbooks
- Campus Nexus
- Proctoring tools -Respondus / Proctorio
- Snagit / Visio / Monday / Slack / Zoom
- WordPress / Shopify
- Adobe Applications (Photoshop, InDesign, Premiere, Adobe Spark)
- Extensive Windows experience
- Technical troubleshooting
- Microsoft Office (Word, PowerPoint, Excel, Outlook, SharePoint, OneDrive, Teams, Forms)
- Web Design and Graphics design
- Micro Credentialing
- ARC Studio/ Capture / Bongo Application/ Wondershare Filmora

Professional Experience

Instructional Media Designer | Southern Farm Bureau Casualty Insurance Company | July 15, 2022 — Present

- Assist in the design and production of multi-media training materials to train Adjusters and other employees.
- Assist in the administration of LMS and online systems utilized for training.
- Assist with support in design, development, editing, production, and implementation of online training modules in Tech On-line
- Maintain, Create, and edit the Tech WordPress account for yearly class schedules and events.
- Maintain Project Management tools to organize team projects accordingly.
- Assist and serve as point-of-contact for Training Directors in State offices and Farm Bureau Tech instructors for training, end-user support, and troubleshooting for software packages used for all online training and media systems.
- Assist with providing technical support with computer software, hardware, and multi-media equipment for meetings and presentations.
- Assist in enrollment and data maintenance of new students, including creating

online courses shell and other LMS duties.

- Use graphic design skills to develop printed materials, web elements, and forms.
- Work closely with IT personnel to administer the video conference system.
- Use Articulate 360 and Adobe products to create presentations and course materials.

LMS Administrator and Instructional Designer | Oak Point University, previously known as Resurrection University | August 21, 2019 — September 2021

- Convert Student and onboarding faculty orientation from live, in-person to online, including deliberation training for new hires and developing training plans for individual job functions, serve as the point of contact for all technical training needs, create training materials, desk reference tools, and program evaluation/assessments.
- Provide training and technical assistance to end-users for all information technology issues, designing successful training programs to ensure the success of software implementation and providing F2F training and individual consultation on re-purposing courses to the eLearning platform, including design templates and wizards that simplify systematic instruction.
- Responsible for redesigning courses, developing entire courses or curricula, and creating training materials, such as teaching manuals and student guides, by utilizing the ADDIE framework while organizing 3–4 training workshops on LMS adoption and Educational Technology Adoption with 10-20 participants per month.
- Monitor professional development and identify innovations and developments in the market by leading the third-party Instructional Designers to develop interactive and engaging new courses for the learning management system, to Observe real-time classes to gain perspective on the implementation of Training design and manage end-user technology training, instructional materials, and tools for a faculty application.
- Work hand in hand with the Academic Leadership team to identify ongoing training issues/opportunities related to training delivery, including Consulting with stakeholders to assess learning and training needs, identify gaps, and determine appropriate learning strategies. Ensuring the learning and development opportunities are aligned with the University strategy.
- Develop online and hybrid course supplemental materials using the ADDIE design process and oversee the learning management system and management software tools, including the LMS, e-learning authoring tools, and any acquired others.

Instructional Designer | Belhaven University | November 2018 — August 2019

- Worked with Curriculum Coordinators, Instruction Technologies, and Faculty to enhance online teaching and learning activities. Includes recommendations for improving online layout and integration strategies.
- Maintained workflow documents, communicated course openings to faculty, and ensured that the primaries (backup) were error-free, and all course links worked, including supporting the video production process and other learning objects.
- Developed user guides for learning objects/LTIs integrated into the LMS and ensured updated course content within the LMS.
- Maintained the correct format and ensured error-free content, then worked with the Curriculum Department to correct content errors, including published course and revision documents, and reviewed content provided by the Curriculum Department for the correctness and process flow to ensure students have a seamless experience.
- Provided technical support related to course development and curriculum coordinators to stay abreast of current and emerging trends in course design, online teaching strategies, and technologies.

Curriculum Support Specialist | Belhaven University | July 2018 — November 2018

- Provided recommendations regarding the course design and development process, including content arrangement, use of assessments, and selection of appropriate technology to facilitate distance learning. Ensured that the school curriculum was aligned with state standards and initiated and maintained effective liaisons with district and professional associations to maintain current knowledge of state and district testing requirements.
- Established and maintained a collaborative relationship with teachers and serves as the source of information, ensuring the creation of curriculum maps aligned to research and instructional design recommendations.
- Implemented design methods to transform content into instructional sound, interactive learning modules/syllabi assessing the faculty and the learning needs and ensured documentation and workflow processes related to instructional design were managed effectively.
- Designed units of instructions to align the research for whole development and growth and built content syllabus for students and instructors inside the canvas and to remain current with media design and creation skills and inappropriate technologies.

Technical Support Assistant| Belhaven University | August 2013 — July 2018

- Provided technical support and technical training on hardware/software to students and faculties to build and maintain Online Courses using Moodle and Canvas Instructure platform and performed diagnostics and troubleshooting of system issues by providing support ticket/resolution canvas and Adobe connect topics.
- Uploaded quizzes using respondus software, converted rubric into excel and uploaded it to each course using tempered monkey, uploaded video lectures using Arc Studio platform.
- Worked with the HR department and the registrar's office, adding and issuing faculty and adjunct contracts, ensuring courses were added in the LMS correctly, and provided daily applicant students filtering to qualify on the online program using the Ellucian Colleague Database.
- Provided monthly newsletters for High Scholar parents and students using MailChimp and created weekly and monthly survey reports, and faculty observation/evaluation surveys using Qualtrics and processed and Issued student plagiarism reports.

Help Desk Specialist / Tester | Mutual Savings and Credit Cooperative of the Philippines | June 2011 — October 2012

- Provided computer help desk support via telephone and email communications with end-users.
- Documented help desk tickets/resolutions and provided daily assistance to staff and customers to maintain organization and monitor inventory list.
- Created and verified applicants' and staff accounts, set up, assembled, and repaired computer and office materials.
- Visited all 12 branches monthly for a monthly inspection and computer check-up to test, repair, and install hardware and software applications and products, including remote branches' computers and servers, to the central server for weekly report backups.

Education

- **Master of Science in Instructional Design**

Grand Canyon University — Phoenix, Arizona | 2021 to 2022

- **Credited Course in Computer Graphics**

Belhaven University — Jackson, Mississippi | 2013

- **Bachelor of Information Technology**

San Sebastian College Recoletos de Cavite — Cavite Philippines | 2007 to 2012