

Professional Summary

- Experienced learning and instructional designer with a strong background in designing, managing, developing and delivering a wide range of online education and training programs
- Skilled in using innovative technologies and authoring tools to develop high-quality and innovative online professional learning resources
- Proficient in the application of theories related to adult learning and digital learning principles.
- A collaborative team player with excellent communication and interpersonal skills
- Solid understanding of learning management systems and instructional design tools, with expertise in aligning learning solutions with organizational goals and performance improvement initiatives.

Core Technical Competencies

- Experienced in Online authoring tools and learning design applications such as Articulate Rise, Storyline, Camtasia, H5p, Chameleon, iSpring
- Demonstrated understanding and experience in managing LMS including SumTotal, Blackboard and Moodle
- Knowledgeable in HTML and CSS
- Experienced in video production and possess strong editing skills with Camtasia
- Familiar with animation tools such as Vyond and Powtoon
- Strong time management and multi-tasking abilities, with flexibility to adapt to shifting priorities and a diverse workload.
- Effective problem-solving skills and a commitment to acting with integrity.
- Ability to work autonomously, manage conflicting agendas, and meet deadlines while handling multiple tasks concurrently.
- Excellent written and verbal communication skills, with high attention to detail and the ability to work effectively in a team.

Career History

Course developer – Cerebral Palsy Alliance - July 2023 – Now

- Review existing online learning courses to ensure they are current and aligned to brand, internal policy and statutory requirements
- Support the team in updating learning and assessment materials
- Maintain the course governance register to ensure review frequency, alignment to CPA policy, and version control is achieved
- Work with team members to review and validate learning and assessment materials and to identify opportunities to improve the quality of education
- Conduct material quality check to ensure all training is current and aligned to brand, internal policy and statutory requirements
- Support the Quality Assurance Manager to evaluate online training products, identify opportunities for improvement and create solutions

- Support the Quality Assurance Manager to prioritise development needs, and manage development projects to complete on time.
- Incorporate contemporary training methodologies and best practices in the design and development of training courses
- Develop courses using digital learning software (Storyline) and work with external developer to complete more complex online modules
- Oversee the management and development of a learning bites library, including the production and development of videos
- Work with the Digital Learning Specialist and LMS Administrator to ensure digital learning products are tested and implemented through our LMS (Moodle)
- Collaborate and consult with subject matter experts across the organisation to review and design digital learning solutions
- Maintain effective relationship with external developers to ensure high quality products are delivered
- Provide data on projects and evaluations through monthly reporting

Digital Learning Advisor - Torrens Global Education - July 2019 – June 2023

- Developed and implemented a wide range of educational resources and training materials, such as online modules and subjects, "how-to" guides, brochures, and instructional videos.
- Collaborated with Learning Facilitators and Unit Coordinators to design subjects and implement changes to modules and subjects for each trimester in the LMS.
- Built and set up tests, quizzes, and invigilated exams in the LMS.
- Implemented and performed a schedule of maintenance tasks, including audits to ensure the data integrity of the system.
- Provided troubleshooting, technical support, advice, and guidance to all LMS end users and stakeholders.
- Tested and managed new functionalities established within the LMS system.
- Identified opportunities for process improvements, leveraging system functionality for greater efficiency, effectiveness, and a superior user experience.
- Contributed to local piloting of innovations as required, assisting staff and students with the adoption of innovations.
- Managed corporate/training portal accounts and roles within the LMS.
- Implemented class updates and changes in the LMS, ensuring readiness for each new intake.
- Generated customized reports for academic and administrative departments.
- Shared best practices and contributed to continuous improvement across departments.
- Provided feedback for improvement and effective resolution of cases within the LMS.
- Supported the successful implementation of solutions such as training, presentations, and communications.

LMS Specialist – SumTotal Australia & New Zealand – Sydney - August 2018 – July 2019

- Supported over 14,000 end users in account creation, password resets, content uploads, and data synchronization.
- Provided troubleshooting and support to internal and external customers.
- Managed escalation process with customers and hosting team for system and network-related issues.
- Acted as a key point of contact for basic IT issues and liaised with the Content Design team for quality control.

Key Achievements

- Proven ability to adapt to the needs of workloads and reply all NDS support enquiries on the same day of receiving

Senior Training Coordinator - Tejarat Bank, Iran- April 2013 – April 2018

One of the largest financial institutions in Iran with, 1900 branches and approx. 20,000 employees.

- Assisted with the organisation and delivery of targeted training and education sessions and events by facilitating necessary logistical and administrative tasks
- Designed, developed resources, planned, implemented and monitored both online and onsite courses as well as induction programs
- Evaluated course effectiveness, maintain and continuously improve training curriculum by applying improvement opportunities into course design
- Developed and facilitated the delivery of a range of competency-based training materials in consultation with key stakeholders
- Managed implementing Learning Management System (LMS) and supported trainee course enrolments and completions Coordinated e-learning content designing to ensure the contents are engaging and are based on adult learning principles

Key Achievements

- Developed virtual training across the organisation and reduced the training costs by 50%

Training and HR Administrator- Tejarat Bank, Iran- March 2009 – April 2013

- Reported to the HR manager and participated in various HR related projects as well as disciplinary meetings and supported performance management
- Entered data and updated the HRIS system and maintained staff competency information
- Managed and supported onboarding, termination

Key Achievements

- Successfully implemented a new performance management process-replaced the behavioural KPIs with an objective based KPIs which resulted in employee's performance improvement.

Customer service representative – Tejarat Bank, Iran-February 2006- March 2009

- Supported the customer to meet their financial needs
- Identified and addressed broader investment and lending needs of clients

Education

Post Graduate Certificate in UX & Web Design - Torrens university Australia, April 2022 – Feb 2024

Master's degree -Executive MBA - Iran Science and Technology University, Iran- March 2013

Bachelor's degree - English Translation - Islamic Azad University, Iran- June 2006

Referees available upon request