
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 system and instructional design tools

Core Technical Competencies

- Experienced in Online authoring tools and learning design applications such as Articulate Rise, Storyline, Camtasia
- Highly skilled in MS suite
- Demonstrated understanding and experience in managing LMS including SumTotal and Blackboard
- Knowledgeable in HTML and CSS
- Experienced in video production and possess strong editing skills
- Familiar with Adobe Suite, Photoshop and InDesign
- Time management, multi-tasking ability with flexibility to adapt to shifting priorities and a diverse workload
- Problem-solving and acting with integrity
- Ability to work autonomously, manage conflicting agendas and work to deadlines on a range of different tasks concurrently
- Excellent written and verbal and effective communication skills with high attention to details and excellent team player
- Accountability and committed to customer service

Career History

Digital Learning Advisor - Torrens Global Education - July 2019 – Now

- Develop and implement a wide range of education resources and training material such as online modules and subjects, “how-to” guides, brochures and instructional videos.
- Collaborate with Learning Facilitators and Unit Coordinators to design subjects and implement changes to modules and subjects for each Trimester in LMS.
- Build and set up tests, quizzes and invigilated exams in LMS.
- Implement and perform a schedule of maintenance tasks including audits to ensure data integrity of the system
- Troubleshoot, technical support, advice and guidance to all LMS end users and stakeholders
- Test and manage new functionalities that are established within the LMS system
- Identify opportunities for process improvements, leveraging system functionality for greater efficiency, effectiveness, and a superior user experience

- Contribute to local piloting of innovations as required, assist staff and students with the adoption of innovations
- Manage corporate/training portal accounts and roles within LMS.
- Implement class updates and changes in LMS, ensuring readiness for each new intake.
- Generate customized reports for academic and administrative departments.
- Share best practices and contribute to continuous improvement across departments.
- Provide feedback for improvement and effective resolution of cases within LMS.
- Support successful implementation of solutions e.g., training, presentations, communications, etc.

LMS Administrator – 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 - 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