

Christine Wessels, Instructional Designer

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Career Highlights

- Creative instructional design and development professional with experience designing online, ILT, and blended training solutions from inception to delivery
- Extensive experience employing adult learning principles to create pedagogically-sound and engaging learning experiences based on standard systems design methodology (ADDIE)
- Strong project management skills, with demonstrated ability to work under tight deadlines
- Able to work effectively in a collaborative environment or autonomously
- Expert technical skills using industry-standard applications to create interactive learning experiences (IMI levels 1-3)
- Extensive experience developing style guides, designing and implementing standards that meet accessibility requirements (Section 508), enable interoperability, reusability, and track progress (SCORM® and AICC)

Professional Experience

Instructional Designer/Independent Contractor*

- Provide instructional design services using adult learning strategies to design and develop online and ILT courseware using industry-standard technologies, methodologies, and learning strategies
- Author proposals for RFQs/RFPs outlining the scope of work, level of effort, estimated costs, and assumptions
- Use various design strategies to evaluate existing courseware and recommend modifications to improve learner performance

Freelance Graphic and Web Designer*

- Provide graphic and web design services including such products as custom logos, stationary, marketing collateral, web interface design, simple web development, augmenting/correcting photographs, etc.

Technical Skills

Authorware

- Articulate Studio '09: Presenter, Engage, QuizMaker, Video Encoder
- Adobe: Presenter, Captivate 5/5.5, Audition, AdobePro X
- TechSmith: Camtasia, Snag-It, Jing

Graphic/Web Design

- Adobe Illustrator, PhotoShop, Fireworks, DreamWeaver, InDesign, Flash Catalyst; XtraNormal—3D Clip Generator, Balsamiq

Additional Technical Skills and Software

- Microsoft: Outlook, Word, Excel, PowerPoint, Project, SharePoint
- Analysis/Evaluation Tools: PollEverywhere, SurveyMonkey, TestMoz

Programming Languages and Technical Standards

- XHTML, CSS Section 508 /Accessibility, SCORM®/AICC

* See page Appendix I for a list of projects.

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Instructional Designer, Society for Human Resource Management (SHRM) *Temporary Assignment*

- Provided course analysis/mapping, identified and implemented QA revisions, developed online assessments for the following courseware
 - HR Analytics, Six (6) Federal Sector HR Courses;
 - California Base Compensation;
 - General Base Compensation;
 - Behavioral Interviewing; and
 - Conflict Resolution

Instructional Designer, ICF International*

- Worked with subject-matter experts (SME's) to identify critical knowledge, skills, and behaviors and develop scenarios
- Developed training curricula for both soft and hard-skill courses
- Designed interactive, instructor-led classroom training and storyboards for Web-based training with Level II and III interactivity
- Mentor and coach junior instructional designers throughout the design process
- Critically reviewed design documents, storyboards, instructor/participant guides, and other instructional materials produced by junior instructional designers for technical accuracy and instructional solidarity
- Collaborated with a team of graphic artists, programmers, and narrators in the production of Web-based courseware

Instructional Technology Associate, ManTech International*

- Sole eLearning instructional designer and developer for ManTech University, responsible for producing eLearning courses from concept to delivery
- Designed and presented comprehensive solutions that address contributory cultural, procedural, policy and systems issues to complement training products
- Responsible for designing graphics, animations, scripting, storyboarding, narrating, recording, and editing multimedia for courseware using industry-standard technologies
- Assist ILT trainers to develop course materials, activities, and job aids to enhance classroom learning

U.S. Department of Defense, Advanced Distributed Learning (ADL) Co-Laboratory Hub

- **Operations/IT Infrastructure Support Task Lead, Concurrent Technologies Corporation**
 - Managed team tasking, supervised operations, completed project objectives, prepared project documents and deliverables on time and within budget
 - Led and coordinated the efforts of a team of four
 - Developed and maintained Work Breakdown Structure (WBS) with high-level activities and detailed tasks for office and contractual operations to meet overall project objectives
 - Exercised diplomacy and employed active listening skills with customers, stakeholders, and other contractors within the facility

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- **ADL OPM PMO Finance Associate, Windwalker Corporation**
 - Provided financial performance oversight of all OPM TMA programs, projects, and sub-projects
 - Maintained all ADL-related documentation including contracts, contract status, and funding
 - Established work procedures and standards to improve efficiency and effectiveness of assigned operations
 - Analyzed and tracked OPM TMA overall program financial performance
- **ADL Office & Event Coordinator, Concurrent Technologies Corporation**
 - Performed project management duties to include budget assessment, forecasting, and performance reporting
 - Planned and orchestrated on-site workshops, meetings, and conferences, and managed off-site events including venue selection, exhibitors and presenters, registration, catering, logistics, and audiovisual equipment integration
 - Designed graphics and provided desktop publishing support for events including: signage, presentations, and online collaboration site (SharePoint)

Freelance Production Stage Manager, DC Metropolitan Area Theaters, Various Companies

- Coordinated over 20 theatrical projects from pre- to post-production, seamlessly directing efforts of up to 40 artistic professionals
- Assembled and led teams in facilitating high quality productions within budget while maintaining the artistic integrity of the show as intended by each director and design team
- Analyzed and interpreted scripts, plans, models, and designs to ascertain technical and production requirements; archived technical details for each production for revival purposes
- Developed comprehensive contingency plans ensuring safety of theater staff and patrons in the event of a natural disaster, loss of power, and/or medical emergencies

Education

M.Ed., Instructional Design and Development, George Mason University

B.A., Theater, Production Stage Management, Florida State University

Honors and Affiliations

- Phi Kappa Phi Honor Society, Nominee
- Golden Key, Nominee
- Honorary Member, Federal Government Distance Learning Association (FGDLA), 2011
- Associate Member, eLearning Guild, 2009
- Certificate of Appreciation, Director, JFCOM, DoD, Joint Warfighting Center, 2007
- Certificate of Appreciation, NATO WG/IT&ED, 2006
- Certificate of Appreciation, Smithsonian Institute, 2001
- Member, Alpha Phi Omega – Community Service Fraternity, 1996

Publications

- Graphic Artist/Illustrator, *An Instructional Media Selection Guide for Distance Learning, 2nd Ed.*, United States Distance Learning Association (USDLA)

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Appendix I: Project List

Instructional Design (Independent Contracts)

Client: Head3

1. Converted video-recorded medical systems training into interactive e-learning modules using Captivate. Worked with a team of four to convert over 120 hours of training captured.
2. Designed a short, five-minute, scenario-based refresher course for Advance Auto Parts' Sales Associates. The course was developed using Articulate Studio and the Adobe Creative Suite (for graphics).
3. Converted an existing Driver Awareness (Defensive Driving) e-learning course from English to Spanish using Articulate Studio.

ICF International Projects

1. Project: Substance Abuse Mental Health Services Administration (SAMHSA) National Child Trauma Services Initiative (NCTSI) Integrated Collaborative Online Network (NICON) Systems Training

Designed and developed four 20-minute Web-based Training (WBT) courses in one business calendar month. Given the time-constraints, a brief analysis was conducted quickly launching the project into the design and development phases. Worked closely with SMEs to define learning objectives, organize content, and craft test questions to ensure learners would be able to apply new knowledge. Served as the team's technical resource on how to use Captivate 5.5 and Adobe Audition including implementation of accessibility and Section 508 protocols.

2. Project: Federal Emergency Management Agency, Response Operations Management Courses Training Analysis
Reviewed a number of FEMA management courses to determine whether the content of those courses addressed specific competencies and behaviors in 19 FEMA Position Task Books (PTBs). Developed evaluation criteria and templates to crosswalk 1,400 position-specific Knowledge, Skills, and Abilities (KSAs) with course content. Given the scope of this project, I designed and programmed an Excel workbook for the purposes of collecting and managing data used to produce valuable, specific, and consumer-friendly reports. The courses were assessed for instructional solidarity, relevancy to the KSAs, and distilled into comprehensive reports citing instructional gaps and opportunities for improvement.
3. Project: FEMA National Incident Management System (NIMS) All-Hazards Incident Command System (ICS) accessibility conversion. These courses educate large communities on how to create a cohesive response to terrorist threats and attacks. Converted existing ILT materials for over 20 courses to meet Section 508 accessibility standards. This task involved reviewing, re-building, tagging, sequencing, using Adobe PDF compliance and accessibility testing, and manual review of converted materials. Materials included instructor and participant guides, train-the-trainer materials, and supplemental resources (e.g. maps, procedure documents, forms, etc.). Played a key role in organizing and managing a large quantity of disparate

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documents by developing standardized filing strategies and file taxonomy making future revision of these materials much more efficient.

ManTech University

1. Project: Sexual Harassment and Discrimination Prevention courses for employees, manager, and California-based managers.
Re-designed COTS web-based courseware to create three distinct, customized courses. Designed custom scenarios that exemplified possible scenarios the learners might possibly encounter. Conducted analysis of existing courseware, developed three separate design documents, worked with SME's and other stakeholders to identify objectives, learning strategies, visual components, and evaluation methods/criteria. Used Articulate Studio '09 along with XtraNormal to develop interactive scenarios using animated robotic characters.
2. Project: PeopleSoft Labor Reporting and Employee Performance Management Systems Training
Tasked to design three labor reporting courses in preparation for software upgrade from 8.8 to 9.1 for the following audiences: new employees, new managers, and a refresher course for current employees and managers. Used Camtasia to produce the fifteen (15) minute refresher course, and ContentPoint and CapturePoint to develop the two other courses.

Designed two scenario-based courses, one for employees, the other for managers, on how to use the new version of the Employee Performance Management System to navigate through the entire performance review process and setting goals.

Graphic & Web Design and Development Services/Projects

1. Client: Financial Investments Advisors
Provided graphic and web-design/development services to update www.finvas.com. Using Adobe Creative Suite (DreamWeaver (XHTML and CSS), Illustrator, and PhotoShop) designed a clean, simple, user-friendly, and accessible site for both new and existing customers.
2. Personal Project: XtineOnline Graduate Portfolio (www.xtineonline.com)
Designed and developed instructional design portfolio using DreamWeaver (XHTML and CSS) to program the site and Adobe Illustrator and PhotoShop for the graphics. The purpose of the site is to catalogue my progress and exhibit samples of my work.
3. Client: Mountain View Alternative High School Students
Senior/Graduate photo touch-up services for low-income students. Students provide me with their own personal photographs. Using PhotoShop, the images are refined, corrected, and modified as desired by the customer to create professional-looking portraits.
4. Clients: ADL Initiative, Stress Management Clinic, Pudgy and Pals, Double D Home Improvement Services, ManTech University
Designed custom logos, stationary, digital wall-paper, templates (PowerPoint, Word, etc.) marketing collateral, and signage for both digital and print.