

Kristen Pummer

Senior Instructional Designer

kpummer@gmail.com • [LinkedIn](#) • [ePortfolio](#) • 407-497-6379

SUMMARY

- Instructional Designer with over 20 years of experience in crafting and developing learning content for diverse audiences.
- Proficient in instructional methodologies and adult learning principles, applying cutting-edge learning theories in andragogy, simulations, microlearning, and gaming.
- Dedicated to enhancing learner engagement through needs assessments and learner-centric programs, utilizing Agile/SAM and human-centered design methodologies for rapid development and iteration.
- Experienced in leveraging storytelling, branding, and UX/UI principles to create immersive learning experiences.
- Maintains learner satisfaction scores averaging 82-95%.

TECHNICAL SKILLS

Content & Productivity: Outlook, Skype for Business, Slack, Microsoft Office Suite

Design & Build: Adobe Photoshop, Articulate 360 (Storyline and Rise), Audacity, Camtasia, Canva, ChatGPT, Dreamweaver, Figma, Forio, GIMP, Grovo, HeyGen, Padlet, Piktochart, PowerPoint, SoundCloud, ThingLink, Vyond

LMS: Canvas, Cornerstone, Edmodo, Moodle, ProgressBook

BASIC QUALIFICATIONS

- 6+ years of experience in technical, adult-learning Instructional Design (ID)
- 6+ years of experience working cross-functionally with technical and non-technical teams
- 10+ years of experience defining content requirements, using data/metrics
- 13+ years of experience in curriculum design, development, and facilitation for K-12

EXPERIENCE

Foreign Service Institute (FSI), Systems Plus contractor, Virtual Location, FL
Senior Instructional Designer

JULY 2022 – PRESENT

- Design and develop digital, online training solutions, supporting instructor-led training for blended learning experiences.
- Develop training on policies, procedures, and compliance topics, ensuring Foreign Service Officers understand key organizational guidelines.
- Lead the development of interactive learning products, including e-learning courses, microlearning, simulations, games, scenario-based learning, and instructional videos.
- Utilize branching scenarios as a storytelling engagement strategy to enhance learner immersion and decision-making skills.
- Collaborate with multimedia teams, including video editors, graphic artists, and developers, to create high-quality, interactive learning content.

- Partner with high-profile clients and stakeholders to assess performance gaps, conduct needs analyses, define objectives, and design targeted learning solutions.
- Collaborate with SMEs and cross-functional teams to scope projects, establish content requirements, and develop comprehensive learning experiences.
- Conduct business meetings to evaluate client needs and propose innovative learning strategies that align with organizational goals.
- Recommend engagement strategies to enhance knowledge retention and application of course material.
- Provide consultation on classroom, hybrid, and asynchronous training methods, including facilitator and participant guides.
- Develop new e-learning instructional models, such as unit-based design and microlearning SharePoint resource hubs.
- Lead research efforts to refine instructional approaches and establish development processes for simulations and cross-functional teams.
- Design and deliver training sessions on development tools, microlearning, storytelling, simulations, game-based learning, and hybrid work best practices.
- Apply UX/UI principles to create intuitive, mobile-responsive learning experiences.
- Ensure training materials are SCORM-compliant and adhere to Section 508 accessibility standards.
- Develop and manage learning paths on Cornerstone LMS.
- Mentor junior instructional designers, providing coaching and professional development.
- Manage multiple projects simultaneously, ensuring timelines and stakeholder expectations are met.
- Hold Government Issued Security Clearance; handled secure and confidential information.

Carley Corporation, Orlando, FL - *Lead Instructional Designer*

JANUARY 2019 – JUNE 2021; MARCH 2022 – JULY 2022

- Designed systems training focused on flight operations and maintenance, enhancing workforce proficiency.
- Led project teams in instructional design, collaborating with graphic artists, developers, and editors.
- Supported instructional designers in meeting tight timelines in a results-oriented environment, advising on design improvements through coaching, mentoring, and reviewing the work of junior IDs.
- Oversaw and monitored work of instructional design project teams and their interactions with other training professionals, such as graphic artists, developers, and editors, to produce online learning materials.
- Consulted with government SMEs, gathering requirements and generating content.
- Managed project delivery schedules, reporting to leadership and ensuring workflow efficiency.
- Enforced agile iterative process for lesson development, review, and implementation.
- Authored computer-aided instruction and interactive courseware with Adobe Dreamweaver.
- Developed instructional materials for digital and instructor-led training, ensuring compliance with style guides.
- Conducted quality assurance testing for online training modules.
- Held Government Issued Security Clearance; handled secure and confidential information.

Amazon Web Services, Virtual Location, FL - *Instructional Technology Designer*

JUNE 2021 – FEBRUARY 2022

- Developed training solutions supporting AWS cloud product knowledge for global learners.
- Led e-learning course development from research and analysis through implementation.
- Developed instructor-led training for global partners, adapting content for diverse audiences.
- Identified learning objectives, assessed learners, performance outcomes, and evaluative strategies to deliver instruction including consulting with program owners and subject matter experts (SMEs) to identify performance gaps and learning objectives.
- Applied brand guidelines, including branded templates, colors, and icons, to maintain consistency in training materials.
- Managed development of technical instructional materials (instructor-led training, digital interactives, user guides, storyboards, etc.) information into engaging instructional materials.
- Evaluated training effectiveness through learner feedback and performance data.
- Implemented process improvement strategies to streamline development.

Orange County Public Schools (OCPS), Orlando, FL - *Department Chair, Language Arts/ESOL Instruction, Creative Writing, Gifted Teacher*

AUGUST 2005 - DECEMBER 2018

- Conducted needs assessments and developed instructional materials addressing learning gaps.
- Designed learner-centered, interest-based environments using instructional technology.
- Applied instructional design theories to build hands-on learning labs and blended learning environments.
- Delivered instructor-led training for Writing and English as a Second Language (ESOL) programs, implementing language learning principles with the integration of blended learning strategies.
- Developed, launched, and managed training curricula, serving as LMS Administrator.
- Led a Professional Learning Community (PLC) to design and revise curriculum based on instructional standards and served as a Faculty-Trainer for district initiatives.
- Mentored and coached junior staff, leading instructional design teams.
- Facilitated departmental training on new curriculum standards and instructional strategies.

EDUCATION and CERTIFICATION

Instructional Systems Design - *Master's Degree*

IN PROGRESS | University of Central Florida, Orlando, FL

Instructional Design - *MA Graduate Certification*

MAY 2021 | University of Central Florida, Orlando, FL

Secondary English Language Arts Education, ESOL, Gifted Education

Professional Educator's Certification

JULY 2005 - JUNE 2020 | State of Florida

English Language Arts Education - *Bachelor's Degree*

DECEMBER 2004 | University of Central Florida, Orlando, FL