

Jane Nguyen

I am an instructional designer, eLearning developer, content editor, and LMS administrator with experience in higher education, corporate, non-profit, and government spaces. In past roles, I've used a variety of skills, including teaching fully online, designing web-based and instructor-led training, reviewing courses, creating & delivering presentations, newsletter writing, scriptwriting, storyboarding, working with SMEs, and developing eLearning with multimedia interactivity.

CONTACT INFORMATION



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Houston, Texas, USA

KEY SKILLS

INSTRUCTIONAL DESIGN

- **Curriculum & Course Design** - research topics; script lessons; organize content; align objectives, activities & assessments; apply principles of adult learning theory
- **SME Assistance** - email, collaborative document share, formal meetings
- **Course Review** - ensure courses meet QM/QA standards (accessibility, universal design, navigation)

E-LEARNING DEVELOPMENT

- **Articulate Storyline & Rise** - create multimedia learning modules with interactive assessments
- **Vyond** - script and create training & microlearning videos as animated scenarios
- **LearnDash for WordPress** - develop web-based courses; select media, format text, arrange assets
- **Video Production (Final Cut Pro, iMovie)** - create explainer videos, micro-learning, and more

LMS ADMINISTRATION & TECHNICAL SUPPORT

- **Blackboard & Canvas** - provide technical assistance and troubleshoot problems
- **Educational Technology** -- assist with Zoom, Echo360 & other LMS integrations

EDUCATION

Lamar University

M.Ed. Digital Learning

University of Houston

M.A. English & American Literature

University of Houston

B.A. English, History, Art History

CERTIFICATIONS

Quality Matters

Peer Reviewer

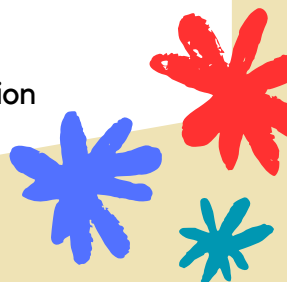
Applying the QM Rubric

Online Facilitator (APPQMR)

Texas Education Agency

Teaching, Secondary Education

(English & Language Arts)



WORK HISTORY

C2 TECHNOLOGIES, CENTERS FOR DISEASE CONTROL & PREVENTION (CDC) - Instructional Designer

- December 2022 to Present

- Apply best practices of learning and instruction to training materials, courses, curriculum
- Research topics on laboratory science practices, supervisor/employee experiences, emotional intelligence in the workplace, and HR guidelines to create scenario-based learning modules, web-based training, instructor-led training, video instruction, etc.
- Use visual tools, such as Miro, Visio & Canva, to plan course sequences and arrange text, images, graphics, media assets, videos, animations, assessments
- Work with SMEs on course revisions and new course development: script lessons, organize learning content; analyze course feedback, decide on changes; update storyboards to reflect SME edits and revisions
- Storyboard in Word documents or PowerPoint, including visual enhancements & indicators; directions on animations, effects, transitions, etc., in preparation for development
- Utilize the track changes and commenting features in Word to collaborate with SMEs and other instructional designers; revise and refine storyboards
- Assist with course conversions from PowerPoint and Word documents to instructor-led training

UNIVERSITY OF HOUSTON (CLEAR LAKE) - Instructional Designer - February 2021 to December 2022

- Guided faculty through course design & development process (write learning objectives; improve accessibility, ease of navigation, learning content, etc.)
- Provided technical support for & troubleshoot issues related to Blackboard, Echo360, Zoom, etc.
- Reviewed courses for minimum standards requirements (formerly Quality Assurance)
- Created professional development presentations and delivered them virtually or in person
- Researched and wrote about emerging practices in instruction and education technology for weekly IDT newsletter
- Developed interactive e-learning courses and modules using Articulate Storyline & Rise

HUMAN DEVELOPMENT INSTITUTE (U. of Kentucky) - Instructional Designer - May 2022 to March 2023

- Assisted with eLearning courses for the Information and Technical Assistance Center for Councils on Developmental Disabilities
- Storyboarded in Word (collaboration with others). This included writing learning objectives, formatting styles/headings for accessibility, structuring and revising learning content, proofreading/editing text, writing scenarios, reflection questions, and knowledge checks, etc.
- Scripted and produced educational, training, and explainer videos using Vyond (animation tool).
- Built courses in a learning management system (LearnDash plugin for WordPress), inserting completion certifications, characters/dialogue/audio, quizzes, topics, lessons, ThinkSpots, etc.



WORK HISTORY

LONE STAR COLLEGE & SAN JAC COLLEGE - Adjunct English Faculty - August 2011 to Present

- Teach composition & literature (American & World) both in-person and fully online
- Determine and write learning objectives and outcomes, in accordance with English department goals
- Create documents, videos, screencasts, presentations, activities & assignments for writing personal narratives, research papers, academic essays, summaries & briefs, book reviews, literary analyses, etc.
- Develop, optimize, and organize content and digital assets in a learning management system (D2L & Blackboard)
- Assess student work; maintain accurate records of grades & other data; process end-of-semester grade submissions and grade changes
- Respond to student emails and address concerns; complete administrative tasks for English department record-keeping and data analysis.

HOUSTON COMMUNITY COLLEGE - Adjunct English Faculty - February 2010 to June 2024

- Taught Developmental English & College Writing both in-person and fully online
- Determined and wrote learning objectives and outcomes in accordance with English department goals
- Created documents, videos, screencasts, presentations, activities & assignments for writing personal narratives, research papers, academic essays, summaries & briefs, book reviews, literary analyses, etc.
- Developed, optimized, and organized content and digital assets in a learning management system (Canvas).
- Assessed student work; maintained accurate records of grades & other data; processed end-of-semester grade submissions and grade changes

THE BRIARWOOD SCHOOL - English & Language Teacher - August 2019 to January 2021

- Taught Literature, Language, & Composition (academic essays, research papers, personal narratives)
- Determined and wrote learning objectives & outcomes; created learning activities, assignments, and assessments; planned daily/weekly lessons; maintained accurate records of grades & other data
- Developed, optimized, and organized content in a learning management system (Google classroom)
- On a team of ten, analyzed reports on student achievement and adapted the curriculum as needed

UNIVERSITY OF HOUSTON - Office Coordinator (Student Government Association) - July 2018 to July 2019

- Created PowerPoint presentations for meetings and conferences; proofread/edited correspondence & other documents
- Assisted with the design & layout of flyers, business cards, promotional items, banners, pamphlets, brochures, signage, etc. for SGA-sponsored events
- Greeted visitors, provided information about SGA, directed individuals to executive officers as appropriate
- Processed new personnel and/or termination paperwork for student stipend leaders
- Coordinated and documented travel; assisted in planning staff events; served on interview & hiring panels

