

ANGELA LONG

ISD | LXD

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Interactive contact info – tap to reach out

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PROFESSIONAL SUMMARY

As a creatively proficient instructional designer, learning experience designer, learning technology implementation manager, and project manager, I enjoy supporting organizations – from Fortune 100 companies to start-ups – to develop innovative, relevant learning and leadership experiences. Please visit my portfolio at www.angelalongportfolio.com

EXPERIENCE

Related Skills:	Tools and Resources:	Industries & Verticals:
<ul style="list-style-type: none">▪ Learning Experience Design & Instructional Design▪ Project Management▪ Technology Implementation▪ Program Development & Evaluation▪ Data & Metrics Analytics▪ Leadership Development / Onboarding Program Development▪ Safety & OSHA Regulatory Training Development▪ Adult Learning Theory (SAM, ADDIE, Blended Learning, Bloom's Taxonomy, Kirkpatrick Model, Backwards Design)▪ People-Leading & Mentoring	<ul style="list-style-type: none">▪ Articulate 360 (Rise & Storyline)▪ Camtasia▪ Animated Explainer Videos▪ Chatbots▪ Project Management (Trello, Monday, Teams)▪ Audio/Video Editing (Audacity, Garage Band)▪ Infographic Tools (Venngage, Adobe Illustrator)▪ Graphic Design Tools (Adobe Photoshop & InDesign)▪ LMS Administration (SAP, SumTotal, Bridge, Thought Industries, Schoox)▪ Remote Collaboration (Monday, Teams, Zoom, WebEx)	<ul style="list-style-type: none">▪ Financial Services▪ Social Media▪ Energy▪ Medical▪ Pharmaceutical▪ Manufacturing▪ Distribution & Logistics▪ Food & Beverage▪ Public Transportation▪ Insurance▪ Telecom▪ Leadership Development▪ Sales▪ Operations and Processes▪ Safety and Regulatory Compliance▪ Onboarding & New Hire Orientation▪ Technical and System▪ Customer Education

Learning Design and Technology Consultant

Freelance

12/2015 – present

Authoring Tools & Resources: Rise, Storyline, Camtasia, Captivate, PowerPoint, Thought Industries Platform, Audacity, Adobe Suite, Adobe Connect, SAP Enterprise LMS, AT&T Connect, Skype for Business, SharePoint, Google Docs

Clients Include: Colonial Pipeline, DTN, Medtronic, Hargray Communications, Southern Glazer's Wine & Spirits, Facebook, New York Life, Amtrak, Deloitte, Cannon Financial Institute, BHP Corp

- Program Management across the lifecycle of multiple, concurrent projects
- Design, development, and QA of learning materials, *including regulatory safety training*: Instructors' Guides, Learners' Guides, Concept Maps, Frameworks, Storyboards, ILT Presentations, and eLearning Modules
- Select and design content based on learners' and organizational needs in Rise, Storyline, Camtasia, Captivate, Vyond, or other authoring tools,
- Gap analysis, needs assessment, and curricula development
- Actively advocating corporate culture or operating as a cultural change agent, dependent upon organizational need
- Monitoring of timeframes and deadlines to construct deliverables by program due dates
- Collaboration with internal and external SMEs, as well as client stakeholders, to complete needs analysis and identify resources to leverage
- Inclusion of SCORM compliance for all eLearning
- Metrics monitoring and data analysis, including creating associated reporting structures
- Departmental budgeting and vendor management
- Leadership development and technical training of Learning Teams and organizational leadership
- Program logistics management and problem-solving

Learning/Technical Training Manager International Paper

04/2017 – 04/2018

Authoring Tools & Resources: Storyline2, Captivate, PPT, Audacity, Adobe Suite, Adobe Connect, SAP, SumTotal LMS, IBM/Kenexa Premier

- Gap analysis and remediation plans
- Project management of twelve curricula across eight departments, all in varying stages of development and implementation
- Development of Technical Training curriculum
- Management of a team of departmental technical trainers
- Design, development, and QA of learning materials: Instructors' Guides, Learners' Guides, Concept Maps, Frameworks, Storyboards, ILT Presentations, and eLearning Modules
- Coordination of Leadership Development program
- Metrics monitoring and data analysis

Area Manager

Amazon.com

9/2011 – 10/2015

Authoring Tools & Resources: PPT, Storyline2, Google Docs, SharePoint, proprietary LMS, Skype for Business

- Gap analysis and remediation plans
- Project management of multiple concurrent learning, process improvement, and operational initiatives
- Development and facilitation of Safety, Quality, and Productivity training within a distribution/supply chain environment
- Ensure OSHA-required training occurred within the appropriate compliance windows and was properly documented
- Departmental Leadership Development program creation and management, including facilitation for global team members across multiple sites internationally
- Design, development, and implementation of departmental training
- Collaboration with Learning Department to design and implement onboarding experience for new associates
- Needs analysis
- Development of standard work and matrices
- Design and development of Users' Guides and Facilitators' Guides

Reading/Math Interventionist

Whitfield County Schools

7/2007 - 6/2010

- Certified Reading Recovery teacher
- EIP Reading and Math Interventionist
- 1st Grade teacher

RESULTS

- Restructured indirect labor model and training to reduce staffing by 75%, a gain of 45% department productivity, a savings of over \$300,000 per shift across four shifts, and an average 60% increase in efficiency
- Redesigned OSHA regulatory training to eliminate overtime scheduling by providing a two-tiered program of video-based training for new hires and point-of-need chatbot training for existing employees
- Created multiple standardized training programs for global audiences which were used as the basis for new program design and development
- Transitioned clients' in-person training workshops into interactive, media-driven online learning pathways delivered in Rise, Storyline, Gomo, video, animated explainer content, or written content
- Led the transition and implementation of organizational technology adoption, while effectively partnering with other key stakeholders, driving results to stay within the scoped timeframe, and developing a comprehensive communication plan for executives, front-line leaders, process employees, and end users

EDUCATION

Bachelor of Science – Education
Georgia Teaching License
Tennessee Teaching License

Covenant College Lookout Mountain, GA
736769 (active)
000602812 (active)