Jamál Williams

Sr. Instructional Designer / Sr. eLearning Developer

ABOUT ME

An extremely motivated leader seeking a challenging instructional (e-learning developer/learning management systems administrator) position. I am your go-to Instructional Designer. I can identify performance, knowledge, and skills needed to fill in the missing gap to achieve success! I can design and develop learning tools to help support your productivity. I am proficient in graphics and layout to align with marketing & branding!

PORTFOLIO: http://jamallnight.com/instructional-design.html

SKILLS & QUALIFICATIONS

- Agile/Scrum Master
- eLearning developer
- Researcher
- Content Writer
- Problem Solver
- Information Systems
- Graphic / Layout Designer

- Innovator
- Facilitator
- Database inquiry
- Team player (morale booster)
- Cross-functional
- Curriculum Support
- Quickly learn new roles

EXPERIENCE

NORTHROP GRUMMAN
San Diego, CA
OCT 2017 – Present

E-LEARNING/INTERACTIVE COURSEWARE DEVELOPER (Instructional Designer) | *part-time/remote*

Designed, developed, and managed interactive SCORM-compliant computer-/web-based training through CMS (Content Management System) for the DoD/Department of the Airforce and internal—authoring tools: Storyline, Captivate, and Camtasia. Edit and create standardized graphics for e-learning content. Recreate old training by adding voiceovers and enhancing graphics. Support the internal Help website utilizing HTML5 and cross-training various interdepartmental roles. Maintained company and training team standards for UX/UI design. Utilize educational technology methodologies by applying adult learning, ADDIE, SAM, or overall to efficiently and effectively produce a product/project for SMEs. Develop 508 compliance training. Job Aid and Quick Reference Guide development. Administrator: Create, Assign, and monitor course work on corporate LMS (Learning Management System) called LX (Learning Exchange using Saba) and proprietary LMS called TRIPSS. Audio-to-text transcription for hybrid/blended instructor learning. Current Scrum Master for our Agile environment. E-learning articles designed for self-paced study for Air Force personnel and internal civilian employees. Status: ***Secret Clearance***

LOWE'S
(through Creative Circle)
Mooresville, NC
OCT 2022 – June 2023

LEARNING DESIGNER
(Instructional Designer) | *remote & contractor*
Designed, developed, and managed interactive computer-/web-based training for internal Lowe's employees. Edit and create standardized e-learning content using my personal Articulate Rise 360 license. Utilize ADDIE by applying adult learning and overall to efficiently and effectively produce a product/project for SMEs. Create 15 Rise e-learning articles supporting the Lowe's Inventory, Demand, Replenishment Teams, and Vendor Gateway. E-learning articles designed for self-paced study for internal employees.

DELOITTE
(through Emerson ReadyStaff)
San Diego, CA
MAY 2022 – NOV 2022

LEARNING DESIGNER ANALYST
(Instructional Designer) | *remote & contractor*
Designed, developed, and managed interactive computer-/web-based training for external partners of Deloitte. Edit and create standardized e-learning content using my personal Articulate Storyline 360 license. Utilize ADDIE by applying adult learning and overall to efficiently and effectively produce a product/project for SMEs. I created ten e-learning training that covered ten business units—collaborated with a team of four instructional designers.

SOLAR TURBINES
(through **Insight Global**)
San Diego, CA
NOV 2016 – OCT 2017

TRAINING ANALYST (Instructional Designer)
Designed, developed, and managed SCORM-compliant web-based (also CBT) /eLearning training on company LMS (LogicBay) for 400+ users globally; Advanced skills in authoring tools: Captivate and Camtasia. Created 20+ Web-based Videos, Interactive Demonstrations, and Test Assessments. Developed and simplify QA testing for third-party and internal applications under the Workforce Management Team. Developed in-house eLearning curricula. Initiated global surveys and interviews to determine gaps and if training is needed.

ESET NORTH AMERICA
San Diego, CA
APR 2011 – AUG 2016

CONTENT MANAGEMENT SYSTEMS SPECIALIST
Established and managed daily publishing of web (Typo3 CMS) and SharePoint content from multiple departments. Created 100+ landing pages for webinars, infographics, and B2B/B2C product demonstrations. Maintain SEO standards and provide metrics for each page/product. Fulfilled agile team priorities during multiple sprint cycles. Created training (job) aids to help Sales/Customer Care. Responsible for updating the Marketing Department dashboard. Follow the company's branding format for text and more.

LOCKHEED MARTIN
San Diego, CA
JUN 2009 – APR 2011

SENIOR TECHNICAL TRAINER
Provide high-level training efforts for 120+ Anti-Submarine Warfare Navy personnel yearly, including classroom instructor-led training (ILT) and train-the-trainer (blended training) in Information Technology and equipment. Design, develop, and implement course curricula, highly technical courseware, and related multimedia technology into instructional systems, programs, and courses. Conduct onboard training during sea trials. ***Secret Clearance***.

U.S. NAVY
Everett, WA
JUL 2004 – JUL 2009

SONAR TECHNICIAN (Surface)/ SHIPBOARD TRAINER
Responsible for leading and delegating tasks for 20+ Sonar Technicians and Non-Sonar Technicians as a Leading Petty Officer, Duty Gunner, and Duty Weapons Officer. Provided real-world anti-submarine watch aligned to assist military patrol in international waters. Shipboard Training Team: Successfully trained as a part of the Combat Systems, Force Protection, and Sonar Training Teams. Created training on how to operate the dome pressurization. ***Secret Clearance***.

FORT BEND ISD
Sugar Land, TX
AUG 2001 – JUL 2004

NETWORK/BROADCAST TEACHER
Responsible for teaching 10th, 11th, and 12th graders Network Essentials (Windows 2000 Server), A+ Certification, and Broadcasting. Each course is aligned as a required elective course. Designed and developed a basic network structure for Windows NT Server group. Implement the CompTia A+ Software and Hardware prep; exam. Prepared 20+ students to take one or both portions of the exam. Taught 30+ students basic video editing using Final Cut Pro and Final Cut Express.

EDUCATION

SAN DIEGO STATE UNIVERSITY
San Diego, CA

LEARNING DESIGN & TECHNOLOGY
MASTER OF ARTS IN EDUCATION

- Educational Technology
- ADDIE & SAM
- Instructional Research /Theory
- Gamification
- eLearning
- Project Management & Ethics
- Human Performance /Performance Technology
- Adult Learning
- Augmented Reality
- Kirkpatrick

BAKER COLLEGE
Flint, MI

INFORMATION SYSTEMS
MASTER OF SCIENCE

- Project Management
- Risk Management
- Business Analytics
- Information Security Management
- Quality Assurance
- Strategic Planning
- Database Infrastructure
- Workplace Ethics & Behavior

HUSTON-TILLOTSON UNIVERSITY
Austin, TX

COMPUTER INFORMATION SYSTEMS
BACHELOR OF ARTS

- Networking
- Web development
- Business Technology
- Software development
- Java programming
- ANCI C programming
- Visual Basic/ Database inquiry
- Business Analyst

TECHNICAL SKILLS

ADOBE: Captivate, Photoshop, Illustrator, InDesign, Dreamweaver, Audition, Premiere, Target & Acrobat DC
ARTICULATE: Articulate 360: Storyline 3/360 & Rise 360
MICROSOFT: Windows 10/11 Pro, Office 365, Outlook, Skype/Team
APPLE: Mac OS Sonoma
GOOGLE: Google Workspace (formerly G Suite)
TECHSMITH: Camtasia & Snagit
WEB: HTML/XHTML, CSS (Intermediate), & JQuery/JavaScript (beginner)
WEB CMS: Typo3, WordPress, LearnDash, Joomla, and Unbounce
ORACLE: Eloqua, Oracle Content Marketing, & Oracle Database
SPARKOL: VideoScribe & Tawe
SURVEY: Qualtrics & Survey Monkey
PROJECT/TICKET SYSTEM: Slack, Basecamp, Altiris, & Target Process
LMS: Cornerstone OnDemand, LogicBay, TRIPSS (proprietary for Northrop Grumman)
EDUCATION LMS: Canvas, Moodle and Blackboard
TEXT-TO-SPEECH: ReadSpeaker (NeoSpeech)
REMOTE MEETINGS: WebEx, Adobe Connect, GoToMeeting, ezTalks, Google Meets and Zoom
OTHERS: Deltek, Workday HCM, Axure Pro, Vyond, Gravit, Prezi, Canva & Balsamiq, Payments, and Point of sale system (POS) as an overnight 24hr Fitness Service Representative.

NON−PROFIT WORK

PHI OMICRON CHAPTER
San Diego, CA

DR. JAM − Mentoring Program Job Aids

- Anti-Bullying
- Respect

NAACP SAN DIEGO CHAPTER
San Diego, CA

Religious Affairs Flyer

TRINITY UNITED METHODIST CHURCH
Houston, TX

Food Drive Flyer