**[Instructional Designer Business Analyst](https://www.postjobfree.com/resume/adzlw9/instructional-designer-hickory-nc)**

**Location:**Hickory, NC

**Posted:**September 10, 2023

**Contact Info:**

lubamitchell@gmail.com

747-400-7160

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**Resume:**

Luba Mitchell

2055 21st Street SE, Apt. T

Hickory, North Carolina 28602

lubamitchell@gmail.com / (747) 400-7160

LinkedIn: https://www.linkedin.com/in/luba-mitchell/

Online Portfolio: http://www.lubamitchell.carbonmade.com

HIGHLIGHTS:

Reputation of being one of the best adult learning specialists in the industry with over 30 years’ experience in instructional design, graphic design, and training facilitation (ILT/VILT)

Strong Customer focus; expert in working with all levels of business clients to provide performance consulting and recommendations for blended learning/training strategies that meet all desired performance outcomes

Extremely motivated with exceptional ability to work independently and creatively to create effective blended learning solutions that support company goals and objectives and facilitate adult learning

Strong organizational and interpersonal communication skills

Extensive experience in working with subject matter experts to gather data for the front-end analysis portion of the design cycle; training needs/task analysis

Highly skilled in computer programs/applications; can quickly learn new technology

Unique skills of breaking down information to the most critical and discerning the best media to use to facilitate learning

Proficient in Microsoft Office Suite, Adobe Creative Cloud Suite (Photoshop, Audition, Premiere Pro, Media Encoder), Adobe Captivate, Articulate Storyline 360 and Rise, Camtasia, Snag-It, and Vyond

Worked as a Learning Management System Administrator since the late 1990s using SkillPort, Manager’s Edge and Cornerstone On Demand

WORK EXPERIENCE:

Instructional Designer March 2023 to March 2023

TTC Innovations / CareFirst, Remote

oCompleted onboarding training, then let go due to lack of funding for the role

Instructional Designer October 2022 to December 2022

Aptara, Inc./PwC/ConocoPhilips, Remote

oCreated storyboards for their Instructor-Led (ILT), Virtual Instructor-Led (VILT) training courses for their Design Team

oCreated job aids for critical tasks

Instructional Designer August 2022 to September 2022

Peyton Resource Group / Clark Atlanta University, Remote

oDeveloped training assets for their Introduction to the Helping Profession and Ethics course

Instructional Designer February 2022 to July 2022

Peyton Resource Group / USAA, Remote

oCreated Translation Documents for 2022 online courses

oEdited new online courses being developed

Business Support Consultant / Project Analyst April 2021 to September 2021

Strategic Staffing Solutions / Wells Fargo Compromised Data, Remote

oManaged the Foundational Learning program, including hosting and recording webinars, coordinating guest speakers, and managing attendance

oTracked employee course completion to ensure adherence to compliance training requirements

oServed as team editor

NCS Training Analyst / Instructional Designer / Trainer August 2017 to October 2020

First American Title Insurance Company, Remote

oSole Instructional Designer for the Commercial Division

oCreated all training assets for national rollout of a proprietary, state-of-the-art digital platform with document and wire verification technology, including videos, user guides, job aids, and webinar lesson plans and PowerPoint presentations

oAs the GoToWebinar System Administrator, scheduled and hosted all training webinars

Business Analyst October 2016 to August 2017

Insight Global / Sempra Energy, Remote

oSystem Administrator for the Cornerstone On Demand Learning Management System (LMS)

oPrepared reporting on LMS usage for stakeholders

Project Coordinator August 2016 to October 2016

Ciber / T-Mobile, Remote

oAssist with LMS Administrator duties (Cornerstone on Demand)

oCoordinate national training plans

Instructional / eLearning Specialist / Trainer May 2013 to April 2016

Fox Rent a Car, Burbank, CA

oSupported the company through conversion from a Microsoft-based operating system to Google Apps for Work

oSuggested, planned, created and developed eLearning and mLearning courses using Captivate 9 (mobile-friendly, incorporating interactivity and gamification, tests and software simulations) using the ADDIE and AGILE instructional design models

oWorked with subject matter experts across the company to document tasks, create policy and procedure manuals, and training materials (user guides, classroom training manuals, job aids, etc.) where nothing had previously been documented

oCreated storyboards and scripts, and was the voice talent for audio recordings – edited audio files using Adobe Audition

oCreated and edited video using Camtasia and Adobe Premiere Pro

oAdministered and uploaded online courses to our LMS (Cornerstone on Demand)

oWorked with high-level executives to create cross-functional process maps of various tasks to aid in process improvement efforts using Visio

oProvided performance consulting and recommendations on various processes to increase proficiency

oServed as LMS Training Administrator, designed LMS Home Page and provided weekly training audit reports to management

Learning & Development Administrative Assistant November 2011 to February 2013

Farmers and Merchants Bank of Long Beach, Seal Beach, CA

oCompany Store Manager

oTraining Coordinator

oLMS Administrator (SkillSoft / SkillPort)

oCreated training reports using Microsoft Access

oOrdered supplies and set up classrooms

Merchant Teller October 2009 to November 2011

Bank of America – Lakewood Center Branch, Lakewood, CA

oProcessed Customer transactions while providing superior customer service, and offered products and services that meet the Customer’s financial needs using consultative selling techniques.

oProcessed back office duties, including serving as Vault Teller to keep Tellers supplied with cash during business hours, and balancing the vault at the end of the day

Senior Multimedia Instructional Designer, AVP / Trainer September 1998 to March 2009

Countrywide Home Loans, Full Spectrum Lending Division, Pasadena, CA

oCreated, developed, and conducted classroom (ILT) and web-based courses (VILT) using the ADDIE model

oCreated all training materials for as well as managed the rollout of various Company-wide initiatives, such as the rollout of a proprietary online mortgage loan application, management training, and compliance training

oCreated and managed the Training Department’s intranet site

oServed as LMS Administrator using Manager’s Edge

Senior Training and Development Specialist / Trainer June 1981 to September 1998

Home Savings of America, Irwindale, CA

oStarted as a Teller and New Accounts Counselor for the first four years

oWas a Training Officer and facilitated training classes for the next four years

oWas promoted to the Corporate Training Department, where all the training curricula was developed and remained there for the next nine years

oCreated a library of policy & procedure and training manuals for the retail branches, Retirement Trust Services and the Consumer Lending Division

EDUCATION:

Montebello High School September 1974 to June 1978

Graduated: Yes (Diploma Earned)

California Polytechnic University, Pomona September 1978 to June 1979

Graduated: No

California State University, Los Angeles September 1979 to June 1980

Graduated: No

CERTIFICATIONS:

Instructional Design Certification June 1982

Company: Langevin Learning Services

Classroom Facilitation Certification March 1986

Company: Effective Classroom Instruction