

CONSTANCE BURNS, M.S.Ed.

Technical Instructional Designer, eLearning Developer, Tech SME, Content Writer

CONTACT INFO



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www.constanceburns.com

EDUCATION

MASTER OF SCIENCE IN EDUCATION

Focus: Learning Design and Technology
Purdue University | 2020

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Focus: Data Science & Analysis
Colorado State University | 2016

PROFESSIONAL DEVELOPMENT

PROFESSIONAL EDUCATION CERTIFICATE

Instructional Design: Digital Media, New Tools & Technology
University of Maryland | 2018

PROFESSIONAL EDUCATION CERTIFICATE

Internet of Things (IoT)
Massachusetts Institute of Technology | 2016

SKILLS

Java, Javascript, Python, and VBA programming
Windows/Powershell & Linux scripting
Database design & SQL
User Experience (UX)/User Interface (UI) design
Adobe Creative Cloud (Photoshop, Premiere)
Adobe Captivate
Articulate Storyline 360 and Rise
Camtasia video editor
MS Office 365 and Google Suite
HTML, XML, JavaScript, SQL

Please visit my website to view more skills:
<http://www.constanceburns.com>

PROFILE

Experienced Technical Instructional Designer, eLearning Developer, Content Writer, and Technical Subject Matter Expert (SME) with a computer science, programming, and software development background. Organized, self-directed, innovative problem solver, and skilled cross-functional collaborator offering the design, development, implementation, and maintenance of learning solutions for high-tech job skill training programs.

PROFESSIONAL EXPERIENCE

PRINCIPLE LEARNING DESIGN CONSULTANT / OWNER

Ed Tech Design, LLC, Dallas, TX & Florence, OR | 2017-Present

Primary Client: **Google** via Synergis contract

- Develop and improve existing upskilling training programs for software engineers for Google's Internal Developer Relationship Education department (IDR EDU).
- Create and edit learning materials on the topics of Artificial Intelligence (AI), advanced coding, security protocols, data analysis, and Google Cloud.
- Provide high-tech expertise and collaborate with other tech SMEs.
- Employ Human Performance Improvement analysis techniques to identify clear learning objectives that align with organizational goals.
- Design comprehensive technical assessments to evaluate & support learner mastery of learning objectives & performance outcomes.
- Leverage quantitative evaluation data & qualitative learner performance assessments to make focused improvements to learning materials & learner experience/engagement.
- Perform research on the latest technological trends to design original & improve/update existing high-tech education & training programs.
- Apply learner-centered pedagogy to curriculum, courses, content, lessons, activities, labs, assessments, facilitator guides, job aids, etc.

PROGRAM MANAGEMENT SENIOR ADVISOR – SOFTWARE DEVELOPMENT

Dell Technologies, Austin/Round Rock, TX | 2004-2016

- Promoted through 8 successive technical roles over 12 years, with 4 years of experience in software design and development projects.
- Won multiple awards, including an award for saving Dell several million dollars annually in vendor costs by developing automation software to collect and analyze event logs from data center machines.
- Designed and managed engineering of internal software tools for Enterprise Technical Support and Remote Maintenance teams.
- Managed multiple simultaneous portfolios, programs, and projects for software design, development, launch, and maintenance.
- Created learning materials for Dell employees, contractors, and vendors on technical topics and business processes.