

CONSTANCE BURNS, MEd

Instructional Designer & eLearning Developer

CONTACT INFO



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<http://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

IT Technical Support for Enterprise Systems
Fibre Channel and Ethernet Networking
Enterprise Data Center Management
Disaster Recovery, High Availability, Remote
Failover, and Business Continuity Architecture
Install, Repair & Maintain IT Infrastructure
Cloud Hardware Infrastructure
Cloud Computing (Azure, AWS, Google Cloud)
Operating Systems (Windows, Linux, VMware)
Scripting (Bash, PowerShell, CLI)
Software Design & UX/UI Design
Please visit my website to view more skills:
<http://www.constanceburns.com>

PROFILE

Experienced Instructional Designer, eLearning Developer, and instructor seeking high tech learning design and content development opportunities. Extensive professional work history in Enterprise technologies and technical support at Dell. Organized, self-directed creative problem solver and team player with experience leading teams. Able to learn and adapt quickly to new subject matter, products, processes, technologies, and software tools. Trained in all aspects of Coursera's Teaching & Learning team services, including the vendor responsibilities covered in the Coursera Learning Design Consultant courses.

PROFESSIONAL EXPERIENCE

LEARNING DESIGN CONSULTANT, Owner/Operator

Ed Tech Design, Dallas, TX & Florence, OR | 2017-Present
Primary Client: **Coursera**

- Apply and teach Coursera's pedagogical best practices, which include using Bloom's taxonomy, Backward Design, and Mastery Learning.
- Assist educators in building learning programs on Coursera's platform, including the configuration of technical assessments using Coursera Labs, developing Guided Projects, integrating LTI tools, plug-ins, etc.
- Provide high tech expertise on technical projects from Google, AWS, Microsoft, IBM, SAP, various universities around the world, and more.
- Interview, collect requirements from, and collaborate with other Subject Matter Experts (SMEs) to design curriculums & course content.
- Design original and improve existing educational and training programs, curriculum, courses, course content, lesson plans, assignments, job aids, and a variety of other learning materials.
- Apply adult learning theory and instructional design methodologies to online, hybrid, & classroom learning programs (sync, async, self-paced).
- Analyze, plan, design, develop, implement, evaluate, update, and monitor a variety of learning programs.
- Favorite Project: Designing a hybrid pediatric surgical fellowship program for a hospital, with guidance from Harvard's Business School.

PROGRAM MANAGEMENT SENIOR ADVISOR

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

- Held multiple roles over the years through multiple promotions.
- Managed portfolios/programs/projects for software design.
- Designed and managed engineering of internal software tools for Enterprise Technical Support and Remote Maintenance teams.
- Advised Enterprise Systems IT Administrators on data center design architecture, installation projects, maintenance, and repair.
- Created learning materials and conducted training classes for Dell employees, contractors, and vendors regarding technical issues and business processes.