# CONSTANCE BURNS, M.S.Ed.

*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

Learning Design / Instructional Design
Job training development
Technical and training content writing
eLearning / Online delivery of trainings
Articulate Storyline and Rise 360
Adobe Creative Cloud Suite
IT Technical Support and Administration SME
Cloud Computing (Azure, AWS, Google Cloud)
Operating Systems (Windows, Linux, VMware)
Scripting (Python, JavaScript, Bash)
Software Design & UX/UI Design

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

## PROFILE

Experienced Instructional Designer, eLearning Developer, educational content writer, and IT technical subject matter expert (SME) seeking learning design and content development opportunities. Organized, self-directed, creative problem solver, skilled collaborator, and experienced team leader. Able to learn and adapt quickly to new subject matter, products, processes, technologies, and software tools.

## PROFESSIONAL EXPERIENCE

**PRINCIPLE LEARNING DESIGN CONSULTANT / OWNER**
Ed Tech Design, LLC, Dallas, TX & Florence, OR | 2017-Present
Primary Clients: **Grow with Google and Coursera**

- Create highly rated IT job training content as an IT SME.
- Write new content and improve existing content for Grow with Google's "IT Technical Support" and "IT Automation with Python" Professional Certificates, hosted on the Coursera eLearning platform.
- Provide high tech expertise on technical projects from Google, AWS, Microsoft, IBM, SAP, various universities around the world, and more.
- Develop interactive computer programming practice exercises.
- Design original / 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.
- Analyze job performance issues and develop human performance improvement plans through training, job aids, and more.

**PROGRAM MANAGEMENT SENIOR ADVISOR**
Dell Technologies, Austin/Round Rock, TX | 2004-2016

- Promoted through 8 successive roles over 12 years.
- 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 datacenter machines.
- 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 for Dell employees, contractors, and vendors about technical topics and business processes.