

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 (learner-centered)
Instructional Design (instruction-centered)
Content development & technical writing
eLearning / online delivery of trainings
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 Instructional Designer, eLearning Developer, Content Writer, and technical subject matter expert (SME) seeking learning design and content development opportunities. Organized, self-directed, creative problem solver, skilled collaborator, and experienced team leader specializing in the creation and maintenance of online job skill training programs.

PROFESSIONAL EXPERIENCE

PRINCIPLE LEARNING DESIGN CONSULTANT / OWNER

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

Primary Clients: **Google and Coursera** via *Synergis and WAI contracts*

- Develop highly rated IT job skill training programs.
- Create new content and improve existing content for Google's suite of Career Certificates, hosted on the Coursera eLearning platform: <https://grow.google/certificates>
- Provide high tech expertise on technical projects from Google, AWS, Microsoft, IBM, SAP, various universities around the world, and more.
- 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, and classroom learning programs (including sync, async, and self-paced).
- Analyze, plan, design, develop, implement, evaluate, maintain, monitor, and update 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 – SOFTWARE DEVELOPMENT

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

- Promoted through 8 successive roles over 12 years, with 6 years of experience in IT Support roles and managing IT Support 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.
- 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.