



Sean Ward, M.Ed.,

Address: 23750 Peace Pipe Court, Lutz, Florida 33559

Phone number: 813.981.2800 **Email address:** seanmward2014@gmail.com

Web: www.seanmward.com



Profile

Experienced Senior Instructional Designer and Developer with over a decade of expertise designing and developing award-winning eLearning, Virtual and Instructor-led Training (vILT, ILT), and variety of training project resources. Awarded a Master's in Education specializing in Adult Education and Technology, combined with a Bachelor's in Technical Writing and Business Communications. Skilled in conducting learner analysis, architecting learner experiences with interactive elements, creating graphics, audio scripting and narration, video creation and editing, as well as authoring detailed storyboards tailored to company style and branding. Proficient in implementing LMS project files, developing learner evaluation strategies, and utilizing metrics to measure project success. Successfully completed over 200 eLearning, ILT, and vILT projects, ranging from rapid course development to larger, 30+ hour seat-time projects. Certified in virtual collaboration, some project management, eLearning authoring tools, with multiple awards for interactive learning projects. Proficient in managing instructional design projects through various methodologies such as Agile, ADDIE, SAM, and Waterfall, utilizing tools like Jira, Confluence, Wrike, and Clarizen throughout the full project lifecycle.



Education

08/2003 – 08/2006
Tampa, United States

Adult Education and Technology | M.Ed., University of South Florida

Awarded Master's in Adult Education and Technology, with honors



Strengths

E-Learning expertise Curriculum design Adult learning theory Articulate Suite

Storyline 360 Rise Learner analysis Assessments Designing training programs

Assessing outcomes Adobe Cloud Suite Camtasia Captivate Audio narration

Video editing Detailed storyboards Interactive eLearning

Soft Skills and Performance Management



Tools & Technology

- Proficient in curriculum authoring tools including Articulate Storyline360, Rise, Adobe Captivate 2019, TechSmith Camtasia13, and Vyond (previously GoAnimate)
- Skilled in multimedia design using Adobe Creative Cloud Suite, Adobe Illustrator, Photoshop, Acrobat X Pro, Flash, Fireworks, Dreamweaver, SnagIt, and Synthesia
- Experienced with audio tools such as Sound Booth, Sound Forge XP/11, Audacity, and WellSaid



Tools & Technology

- Proficient in collaboration platforms including Slack, Adobe Connect, Microsoft Teams, SharePoint, Basecamp, Citrix VDI, Chatter, Yammer, WebEx, Zoom Premium, and Smartsheet software
- Knowledgeable in Agile project management and development tools such as Jira Software, Jira Service, Confluence, Trello (Atlassian), Wrike, and Clarizen
- Familiar with LMS administration systems including SAP Netweaver Portal, Cornerstone, Blackboard, Lectora, Inquisiq EX, Elluminate, NetDimensions, NVI Portal, SAP Litmos, and Percipio
- Additional skills in xAPI, JavaScript, CSS, HTML5, OpenEMPI, Postman, ChatGPT, and AI Articulate



Certifications & Proficiencies

- Awarded multiple Society of Technical Communicators (STC) awards for eLearning Courseware
- Certified Adobe Connect Presenter for Virtual Classroom
- Completed certifications in Intro to Project Management, Project Management Basics, Project Management for Administrators, and Quality Project Management from SkillSuccess
- Certified in MS Project 2017 (Level 1) from New Horizons, Tampa, FL
- Published eBook and App Author of "F-1 Student Visa Package" on Amazon.com and iTunes



Work Experience

12/2023 – present
Remote Contract, USA

Sr. Instructional Designer/Developer WestRock

Design and develop eLearning and training resources for WestRock, a leader in fiber-based packaging solutions and the second largest packaging company in the world:

- Develop eLearning courses for staff training on the WorkForce Suite (WFS) to optimize workforce, ensure compliance, and enhance employee engagement
- Author and develop interactive WFS knowledge and certification courses, including video creation/editing, job aids, quick reference guides, and other learner resources
- Build a comprehensive WFS training library of eLearning courses accessible through the Cornerstone LMS for WestRock certification
- Create Train the Trainer courseware with vILT and ILT videos and PowerPoint courseware integrated into an eLearning suite for internal staff training
- Develop a simulation-based 13-Module Skills Assessment for qualifying learners in WFS, including interface skills questions, knowledge checks, and graded module feedback
- Collaborate with training facilitators to update existing courseware, quick reference guides, interactive .pdf documents, infographics, and other learner resources for WestRock staff

03/2023 – 12/2023
Remote Contract, USA

Sr. Instructional Designer/Author Intuitive Surgical

Designed and developed eLearning content for Intuitive Surgical, a leading designer, manufacturer, and marketer of minimally invasive robotic surgical systems:

- Developed eLearning courses in Articulate Storyline and Rise, including video creation/editing, job aids, infographics, and other learner resources
- Created a comprehensive five-course series using Articulate Rise for Intuitive's Business Knowledge | Products journey, accessible on Percipio (LMS) with each course consisting of six to nine lessons
- Developed the Clinical Applications and Patient Stories Rise course for another



Work Experience

05/2022 – 02/2023
Remote Contract, USA

Sr. Instructional Designer/Developer Healthfirst & Cordis

Designed and developed eLearning and vILT curriculum for Healthfirst, New York's largest not-for-profit health insurer, using Storyline 360, Rise, PowerPoint, and audio/video tools:

- Collaborated with SMEs to update existing courseware, quick reference guides, interactive .pdf documents, infographics, and other learner resources for internal staff, new hires, and executive leadership training courseware
- Developed eLearning and vILT courseware for Cordis, an independent provider of interventional cardiovascular technologies
- Created eLearning courses for online and company app exploration/navigation using the Salesforce platform
- Designed eLearning, vILT courseware, and Salesforce software simulations for company Member Portal, Knowledge Center, Welcome Kits, and ID Cards training courses
- Utilized rapid development strategies to design eLearning from legacy PowerPoint content for physician-taught vascular interventions
- Developed content, medical graphics, videos, audio, and software simulations for physician and medical audience courses on vascular treatments

01/2022 – 05/2022
Remote Contract, USA

Sr. Instructional Designer/Developer ADP

Designed and developed interactive eLearning courses and Instructor-Led Training (ILT) courseware using Articulate 360 and Adobe Suite for ADP, a global cloud-based human capital management provider consistently recognized as one of FORTUNE Magazine's "World's Most Admired Companies":

- Utilized Storyline 360 to create eLearning courses focusing on Setting Up the Basics of ADP Benefits in ADP Workforce Now for clients
- Developed software simulations using Captivate 2019 and Storyline to assist clients in calculating their Preview Payroll in ADP Workforce Now
- Created nine modules in Rise to support clients in troubleshooting typical issues and resolving problems in the Essential Time and Attendance ADP tool
- Designed eight modules introducing the MyADP tool for clients, incorporating simulations in Storyline and knowledge check assessments in Rise

12/2020 – 01/2022
Remote Contract, USA

Sr. Instructional Designer/Analyst National Vision

Designed and developed training modules for National Vision, one of the largest optical retail companies in the USA:

- Created an interactive training interface for company Point of Sale (POS) Software Delivery System (SDS) training, incorporating three unique styles of modules (Model, Do, Repeat)
- Implemented the Model, Do, Repeat strategy with step-by-step training features, resulting in 42 unique training courses utilized in over 1,200 stores in North America
- Designed the interactive SDS interface for retail locations, including topics menu, navigation, correct/incorrect prompts, and timed assessments on the NVI Training Portal (LMS)
- Developed modules introducing learners to the successful use of the SDS software, utilizing unique learner objectives from software simulations with avatars, calls to action, and learner input fields
- Created interactive modules to test learner understanding and data entry accuracy into the SDS system
- Developed interactive modules for timed performance testing and integrated gaming results, enhancing learner status and outcomes

06/2019 – 12/2020
Remote Contract, USA

Advanced Learning Specialist SNAP, Inc.



Work Experience

Developed large-scale 30+ hour learner seat-time training programs supporting the U.S. Coast Guard Force Readiness Command on the Emergency Search and Rescue Training Project (eSAR) as an Advanced Distributed Learning Specialist (ADL) at SNAP, Inc.:

- Designed and developed two eLearning courses, SAR Management and Coordination and SAR Coordination and Execution, providing blended learning instruction on USCG emergency search and rescue operations
- Created course pre-analysis and design documents, prototypes, storyboards, and developed content in Storyline 360 including knowledge checks, pre-tests, and course assessments for the eSAR project
- Designed and developed Engineering Systems eLearning and additional educational resources for the MIPS II project, ensuring compliance with USCG professional requirements and standards
- Generated design and pre-design documentation, storyboards, functional prototypes, and detailed inspection steps and procedures for Maritime Inspectors in alignment with project goals

10/2018 – 06/2019
Remote Contract, USA

Sr. Instructional Designer **LinkedIn**

Designed and developed eLearning for LMS and LTS projects supporting LinkedIn's Sales Readiness Teams at Skaled, a modern sales consulting firm:

- Created eLearning deliverables based on nine best-in-class sales competencies using Articulate 360, Vyond videos, and additional training resources such as hands-on activities, lesson summaries, job-aids, audio narration, and knowledge checks
- Supported two project design teams in developing eLearning courses for LinkedIn's LMS and LTS sales leadership projects
- Developed best-in-class sales training materials for LinkedIn's global Enterprise and Online Sales Organizations
- Introduced LinkedIn's managers to competencies and foundations of sales coaching in new training materials to set them up for success



Additional Professional Experience

Can provide additional five years of professional client experience in instructional designer roles, if needed.