
SUMMARY

Learning experience leader with 15+ years of experience in teaching, learning design, and digital learning product development across higher education and corporate learning. Experienced leading global teams, managing large-scale content operations, and evaluating and applying emerging technologies to create engaging, scalable learning experiences while improving the way organizations design, deliver, and support learning. Combines expertise in instructional design, learning analytics, user-centered design, and multimedia production to bridge pedagogy, technology, and product strategy.

CORE COMPETENCIES

- Learning Experience Design
 - Learning Product Strategy
 - Instructional Design & Learning Architecture
 - AI & Emerging Technologies
 - Operational Leadership
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PROFESSIONAL EXPERIENCE

Berlitz Languages, Inc.

Remote

Senior Manager, Learning Experience | 02/2022 – Present

- Defined instructional strategy, curriculum architecture, assessment framework, AI integration, and overall learner experience across multiple global product lines.
- Led development and launch of global digital language learning products serving enterprise and consumer learners, including **36 e-learning courses**, **16 instructor-led courses**, and **19 AI-delivered courses (1,030+ content units)**.
- Established instructional standards, development workflows, and custom internal authoring tools that improved production efficiency, editorial consistency, content quality, and CEFR alignment, while enabling scalable development.
- Managed a portfolio of **400+ active courses** while supporting nearly **2,000 regional, legacy, and third-party learning materials**.
- Built and led a distributed global team consisting of **3 direct reports**, **13 interns**, and **200+ contractors/ freelancers**.
- Redesigned flagship online product line, resulting in improved instructional quality, learner engagement, customer satisfaction, and retention.
- Collaborated with engineering and product teams, as well as external technology vendors to deliver new platform capabilities and learning innovations.
- Directed implementation of AI-powered chatbots, video avatars, and conversational assessment tools, expanding instructional capabilities through emerging technologies.

Learning Experience Designer | 06/2021 – 02/2022

- Led the design, development, and production of multimedia-based online practice for C1–C2 English courses.
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Nova Southeastern University (Huizenga College of Business and Entrepreneurship)

Fort Lauderdale, FL

Senior Instructional Designer | 04/2020 – 06/2021

- Partnered with faculty to redesign online and blended business courses for improved learner engagement and instructional quality.
 - Collaborated with faculty and external software developers to design and integrate immersive virtual reality experiences into courses.
 - Produced instructional multimedia, online learning materials, and faculty development resources.
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New York University (Tandon School of Engineering, Tandon Online)

Brooklyn, NY

Educational Technologist & Lead Instructional Media Designer | 01/2018 – 02/2020

- Led multimedia strategy and production for online engineering programs, managing project planning, production schedules, and multimedia teams.
- Designed and produced a variety of instructional multimedia, including audio, video, motion graphics, simulations, games, and other interactive learning experiences.
- Advised faculty on technology-enhanced learning strategies and provided training on new tools and platforms.

- Expanded role by serving as instructional design lead for select courses.

Course Development Assistant | 09/2017 – 12/2017

- Built e-learning modules, produced instructional media, and ensured accessibility compliance through captioning and multimedia support.
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TEACHING EXPERIENCE

Eight years of university and secondary teaching experience across face-to-face, blended, and online courses, alongside service as the Course Developer and Subject Matter Expert for online French language courses

Adjunct Professor (French) | 12/2011 – 12/2017

Miami / Fort Lauderdale, FL

Broward College • Johnson & Wales University • San Ignacio University

Graduate Teaching Associate (French) | 08/2010 – 08/2011

Knoxville, TN

University of Tennessee

Assistant Language Teacher (English, French) | 08/2008 – 08/2009

Ōita, Japan

Ōita Prefectural Board of Education (JET Program)

EDUCATION

M.A., Learning Technology & Experience Design | 01/2019

New York University

Concentration: Games for Learning

M.A., French | 05/2011

University of Tennessee

B.A., French | 05/2008

University of Tennessee

Minor: Linguistics

TECHNOLOGY & PLATFORMS

Learning Platforms

Canvas • Blackboard • D2L • Totara • Sakai • Articulate 360 (Storyline, Rise) • Parta

AI & Emerging Technologies

Generative AI • Prompt Engineering • AI-Assisted Development • AI Media Creation (e.g., Synthesia, HeyGen, ElevenLabs)

Multimedia Production

Adobe Creative Cloud (Photoshop, Illustrator, Premiere Pro, After Effects, Audition)

Solution Development & Automation

Internal Tool Development • Rapid Prototyping • Workflow Automation • HTML • CSS

SELECTED PROFESSIONAL ACHIEVEMENTS

Creative Learning Design Award | 05/2019

New York University, Department of Educational Communication and Technology

Course Development Team Award | 02/2019

New York University, Tandon Online

Classroom Research Award | 02/2015

Broward College, Will & Jo Holcombe Institute for Teaching and Learning Excellence

Conference Presentations

Multiple presentations at international educational technology and language teaching conferences, including CALICO and IALLT

Certified Peer Reviewer | 05/2020

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