

# JEREMY GLEASON

## Lead Instructional Designer

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https://jeremygleason.info Clayton, NC



## EXPERIENCE

Lead Instructional Designer 08/2022

Visual Lease Remote

- Launched Cornerstone LMS
- Launched Pendo Resource Center
- Quickly ramped up and became a power user of Pendo and Camtasia
- Developed an implementation plan for the use of onboarding training in Pendo
- Fostered relationships with SMEs through cross department projects
- Managed the entire Visual Lease University learning platform (WordPress, LMS video creation, planning)
- Honed my Audio/Video editing skills using Camtasia, Adobe Premier Pro, and Adobe Audition
- Revised current creation guidelines to incorporate the various learning methods now being used
- Planned and implemented annual strategic plan for content and learning based on feedback and engagement

Manager Instructional Design 12/2021 - 08/2022

Dealertrack Technologies Remote

- Oversaw major projects and initiatives and deliver assets within predetermined timeframes
- Onboarded new hires quickly
- Worked on 3, 6, 12 month strategic plan for client education
- Created and implemented new standard operating procedures for the instructional design department
- Maintained the LMS and partnered with large clients and other departments for new user onboarding
- Continued to create content including SCORM, WalkMe, Wiki markup, explainer videos, voice over, and more
- Mentored/Coached existing employees on becoming more efficient in their role

Instructional Design II 08/2018 - 12/2021

Dealertrack Technologies Remote

- Developed and implemented best practices for content design within the company
- Launched Dealertrack RTS first Learning Management System (Docebo)
- Partnered with SME's to author multiple elearning courses for the new LMS using Adobe Captivate
- Quickly established standard operating procedures to align with company standards and allow for rapid deployment of assets
- Quickly learned and became proficient at Captivate, Madcap Flare, WalkMe, Reaper DAW (Voice Over), and Adobe Suite
- Created partnerships across various departments with Subject Matter Experts (SME) for successful content development
- Helped change training requirements which saved time, money, and other resources

Software Trainer 09/2014 - 08/2018

Dealertrack Technologies Remote

- Implemented and trained title clerks on registration software purchased through the company
- Conducted software conversions when needed
- Acted as the 'Face' of the company through client field calls and support
- Construct and implement internal changes to provide expanded efficiency within the organization
- Trained all staff on every application used by the corporation
- Utilized necessary tools to make training more interesting
- Implement features to enhance learning as well as provide technical expertise and training

## SUMMARY

Experienced Lead Instructional Designer with a proven track record of creating engaging and effective training programs for diverse audiences. Skilled in content development, elearning platforms, and collaborative team leadership. Looking for new opportunities to apply my expertise in instructional design and training development.

## SKILLS

### Software

Adobe Audition DAW · Adobe Captivate · Adobe Creative Suite · Camtasia · Microsoft Suite · Reaper DAW · Video Editing & Creation · Voiceover · Wordpress Website Creation · WalkMe · Pendo · SCORM

### Learning Management Systems

Docebo · Cornerstone · Blackboard · Moodle

### Other Skills

Curriculum Design · LMS Admin · Project Management · Mentor/Coach · Self-Starter · Adult Learning Theories · Data Analysis

## KEY ACHIEVEMENTS

### Content Dev Department Launch

Launched and managed the new Content Development department for Dealertrack Technologies.

### Agile Content Creation

Reduced training content creation time by 30% through new SOPs.

### LMS Implementation Success

Launched two LMS serving 500+ users, enhancing the learning experience for internal and external users.

### In-Platform Knowledge Base

Reduced 'How-To' CS calls by 10% by implementing a Pendo resource center within the platform.

## EXPERIENCE

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Project Lead/Course Revision 08/2011 - 08/2014

[North Carolina Virtual Public Schools](#)

Remote

- Developed content for LMS (Blackboard or Moodle) that significantly enhanced the learning of online students who study online
- Built credibility, established rapport, and maintained communication with all stakeholders throughout the revision process
- Designed and implemented a strategic plan for the revisionists to ensure deadlines are met and development is aligned with the universal learning design

Teacher

09/2003 - 08/2016

[High School](#)

Remote and Various Locations

- Successfully implemented curriculum to various levels of students while constantly revising and updating each class to incorporate 21st century skills along with web 2.0 lessons
- Managed a large group of teachers in Moodle and Blackboard acting as a mentor and ensuring that NC teaching guidelines met
- Conducted spot checks for each teacher to ensure that policies and protocols are being met within the virtual classroom

## EDUCATION

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Master of Business Administration

09/2008 - 2009

[Baker College](#)

Flint, MI

- Baker College, Flint, MI

Bachelor Secondary Education

08/1999 - 05/2003

[SUNY College at Fredonia](#)

Fredonia, NY

## PASSIONS

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### E-Learning Technology

Passionate about evolving technology to help transform how employees and clients learn about a product.

### Voice-Over & Audio Editing

Creating professional grade voice-over to all training utilizing software such as Adobe Audition, Izotope Editing Software and my sound-proofed recording booth.

### Artificial Intelligence

The creation and use of AI in learning technology can be a wonderful tool with infinite potential. Training AI to make learning easier for people, especially in a self-serve capacity, serves an important role in the development of learning technology.

### Percussion

I have been a drummer since I was 8 years old. I have a passion for playing world percussion such as Timbales, Conga's, Djembe, Cajon, and more. I have played in various bands over the years as well as for my church.