La Keshia Lynn (Israel) Nall, Ph.D.

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Instructional Design ~ Training ~ Educational Technology ~ Project Management ~ Adjunct Instructor

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Learning design and delivery professional offering a wealth of **Instructional Design, Curriculum & Instruction, Project Management, Educational Technology, and Information Technology** experience including:

- Expert design and development of learning solutions, programs, and environments
- Recognized research, analysis, project management, and consulting expertise in adult learning
- Proficient written and verbal communication skills including writing, instruction and training delivery
- Demonstrated effective collaboration and consultation with subject matter experts, learners, and other stakeholders
- Proven leadership in corporate learning organizations and academic environments

RESEARCH INTERESTS

Instructional Design, Curriculum and Instruction, Learning Design Project Management, Educational Technology, Adult Learning, Learning Theory, Distance/Online Learning, Qualitative Analysis, Management

EDUCATION

- Ph.D. Computing Technology in Education, February 2019 – Nova Southeastern University, Davie, FL

  Dissertation Title: Instructional Designers as Project Managers – A Phenomenology

- Ed.S. Computing Technology in Education, May 2016 – Nova Southeastern University, Davie, FL

- M.B.A. Management, December 2004 – Dallas Baptist University, Dallas, TX

- B.B.A. Information & Operations Management (MIS), August 1999 – Texas A&M University, College Station, TX

PROFESSIONAL EXPERIENCE

PRAIRIE VIEW A&M UNIVERSITY

1/2020 – PRESENT

Adjunct Instructor – College of Business

Facilitate positive learning experiences focused on the integration of information technology, business and communication.

- Plan, design, and develop course material and media for classroom and online instruction
- Lecture, demonstrate and provide practice opportunities on information technology topics
- Provide guidance, support and feedback to students to help facilitate learning

UNITEDHEALTH GROUP – OPTUM OPERATIONS LEARNING SERVICES

7/2017 – PRESENT

Instructional Design/Training Consultant

Lead the planning, design, development and delivery of learning programs for corporate employees and external customers.

Using Articulate Storyline, the Microsoft Office Suite, Adobe Acrobat/Captivate, Camtasia, Visio, WebEx, and other tools:

- Partner with Subject Matter Experts to analyze learning needs and consult on the design of optimal learning solutions
- Develop, design and implement learning programs to facilitate impactful learning, incorporating meaningful learning activities and relevant practical opportunities
- Manage learning design projects through the learning development life cycle
- Deliver training on varying subject matter using classroom and online environments; train trainers for expert delivery
- Mentor instructional designers and trainers to promote quality learning experiences for employees and customers
- Create media and communications to support learning (e.g., visual aids for face-to-face, various multimedia for e-learning and online delivery, performance support resources such as reference guides, job aids, and infographics)
- Design, develop, and maintain the Learning Hub Connect website; administer Learning Management System (LMS)
- Design and develop learning assessments, evaluations, and surveys; conduct Level 1 through 3 learning analysis

UNITEDHEALTH GROUP – UNITED HEALTHCARE TRAINING AND DEVELOPMENT

12/2007 – 7/2017

Sr. Instructional Designer/Project Manager

Using Articulate Suite/Storyline, HTML, Microsoft Office Suite, Adobe Acrobat/Captivate, Camtasia, RoboHelp, MS Project, Visio, WebEx, and other tools:

- Analyzed learning needs and outcomes; conducted research; managed and evaluated reporting
- Designed, developed, maintained, and delivered online, instructor-led, and hybrid training courses
- Delivered training courses and train-the-trainer sessions via WebEx and in the classroom
- Managed the life cycle of learning design projects with varying scope, deliverables, and timelines
- Consulted with internal clients, SMEs, and sponsors to ensure quality learning solutions
- Lead and participated in training user groups, best practice symposiums, and technology initiatives
- Mentored instructional designers
- Administered LearnSource Learning Management System, training portal, SharePoint sites, and td.uhc.com website

CITIGROUP IRVING, TEXAS

8/2006 – 12/2007

Sr. Trainer II/ Instructional Designer

Designed, developed, and delivered training programs and assessments using Lectora, Articulate Suite, Flash, MS Office Suite, Adobe Acrobat/Captivate, and QuestionMark Perception.

- Developed web-based, instructor led, and hybrid training courses and assessments
- Managed training projects through ISD life cycle
- Trained employees and customers on the use of the training website as well as operational and service processes

AT&T/RADIANT SYSTEMS IRVING, TEXAS

8/2005 - 8/2006 (1 year contract)

Instructional Designer

Designed, developed, and maintained online and instructor-led learning solutions and Level 1, L2 and L3 assessments (using QuestionMark Perception).

- Developed on-line training using HTML, DreamWeaver, JavaScript, Flash, and Photoshop
- Developed training documentation, job aids, reference guides, and process documentation
- Managed cross-functional training projects; consulted on design of training website

<u>LONESTAR COLLEGE CY-FAIR</u> CYPRESS, TEXAS

8/2004 – 5/2007

Adjunct Instructor – Web Design

Designed and delivered classroom and online instruction on web design, development and HTML coding.

- Planned, organized, and developed course material and media
- Developed and delivered instructor-led and online course using Blackboard, web technology, and multimedia
- Provided guidance and support to students to facilitate learning

<u>VERIZON INFORMATION SERVICES</u> IRVING, TEXAS

9/2000 – 11/2003

Web Developer/Instructional Designer (9/2000 – 11/2003)

- Designed, developed, and maintained instructor-led and online learning solutions, curricula, and tools
- Developed Human Resources website using HTML, XML, ASP, and JavaScript coding

RESEARCH PRESENTATIONS

- Instructional Designers as Project Managers – A Phenomenology Online Learning Consortium (OLC) Orlando, FL
- How are Instructional Designers Managing Their Projects? Online Learning Consortium (OLC) Orlando, FL

ACADEMIC HONORS AND MEMBERSHIPS

Awarded numerous honors at the undergraduate, graduate, and professional level including:

- Vice President, Online Students – NOVA Southeastern University (NSU) Student Government Association
- Institutional Member and Academic Peer Reviewer – Online Learning Consortium (OLC)
- Upsilon Pi Epsilon International Honor Society for the Computing and Information Disciplines – (NSU)
- Delta Epsilon Iota Academic Honor Society (NSU)
- Delta Mu Delta Business International Honor Society – Dallas Baptist University
- Vice President, Sigma Iota Epsilon National Honorary and Professional Management Fraternity – Texas A&M University

VOLUNTEER ACTIVITIES

- VP Curriculum and Instruction Woodard Elementary Parent Teacher Organization (PTO), Cypress, TX