

# Katherine R. Deese

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## INSTRUCTIONAL DESIGN-DEVELOPMENT

### SELECTED INSTRUCTIONAL DESIGN AND DEVELOPMENT PROJECTS

#### Leaders in Action

- Design, development, and administration of Career Development program for executive people leaders
- Delivery support of ongoing hybrid learning program serving 2000+ leaders
- Curation of learning content and resources

#### Annual Enrollment Support Training

- Design, development, and administration of online annual training for 9000+ employees
- Creation and administration of learning site housed in Intrepid learning
- Provided learner support and feedback throughout training

#### Benefit Agent New Hire Training

- Design, development, and maintenance of ongoing training for health benefit agents
- Migration and revision of content and delivery into new learning management system

#### New Technology in the Old House

- Conducted systems analysis (policy, needs, instructional resource and technology infrastructure analyses) for a technology change initiative for a business setting
- Developed a technology change plan for implementation of the change

#### Corporate Culture: The Impact of Organizational Values on Employee Performance and Customer Loyalty

- Conducted research-based evaluation of an existing corporate culture training program
- Prepared a formal evaluation and developed a list of solutions for increasing the effectiveness of the training program

### TECHNICAL SKILLS

- Designing online learning modules, ebooks, websites, and educational games
- Mobile application development
- Extensive use of the ADDIE model, Kirkpatrick Evaluation, Gagne's 9 events, Bloom's Revised Taxonomy, Keller's ARCS model, AGILE
- Experience with SharePoint, Vyond, Audacity, Degreed, Intrepid Learning, Salesforce, Blackboard Solutions, Webex, Skype for Business, Adobe Creative Suite, Captivate, Articulate Storyline, Articulate Rise, iBooks Author, SPSS, Gaming software and design, Asana, Microsoft Project, Microsoft Office, Amicus Legal Software
- Video editing (including chromakey) using Adobe Premiere Pro, After Effects, Camtasia, and Echo 360
- Extensive experience with sound design and sound board operation in both professional and amateur music and theatre settings

**INSTRUCTIONAL DESIGN EXPERIENCES**

**UnitedHealthcare** Instructional Design Consultant May 2022-present

- Analysis, design, and development of multi-modal training programs
- Project lead of peer designers
- Long-range strategic program planning
- LMS change management

Senior Instructional Designer March 2021-May 2022

- Analysis, design, and development of multi-modal training programs
- Project lead of peer designers
- Peer Mentor

Instructional Designer July 2018-March 2021

- Analysis, design, and development of computer-based, instructor-led training, and instructional videos
- SharePoint site development and maintenance
- Cultural Ambassador

**Sonata Learning** Contract Learning Specialist August 2019-September 2019

- Outline/script writing and development of online learning modules for Financial Advisor training

**SNAP, Inc.** Advanced Distributed Learning Specialist April 2018-July 2018

- Instructional Designer fulfilling a contract with the US Coast Guard at Marine Base Camp Lejeune
- Design and development of computer-based weapons and equipment training
- Collaboration with trainers and instructional designers in the Special Missions Training Center

**ubiQus** Contract Storyline Developer April 2018

- Language localization of existing HR training modules - 4 non-English languages in Storyline 3

**Blackboard, Inc.** Global Client Success Advocate April 2017-February 2018

- Design and delivery of online professional development training for faculty and staff of multiple campuses
- Coordination of SaaS migration projects
- Client evangelism and communication with 100+ accounts
- Faculty and Staff LMS and online teaching tools support
- Assistance with emergency communications for multiple clients during natural disaster situations

**University of North Carolina Wilmington** Instructional Designer 2015-2017

- Design and delivery of online and face-to-face professional development training for faculty
- Coordination of ADA compliance and video captioning for online instructional materials
- Course development and evaluation
- Faculty LMS and online teaching tools support
- Video development and editing for the Cameron School of Business
- Design, development, and delivery of face-to-face Blackboard training for US Marine instructors
- Collaboration with Randall Library on design and development of plagiarism training module and video

Graduate Research & Teaching Assistant 2014-2015

- Assistance in teaching graduate-level courses in Instructional Design and Development
- Assistance with planning and implementation of university-level STEM initiative
- Service on search committee for hiring Instructional Technology faculty

Graduate Assistant/Content Developer

2014-2015

- Design and development of multiple multimedia, self-directed computer-mediated instructional materials for teachers teaching English Language Learners (ELL)
- Modification of instructional materials to address learners' feedback and adherence to ADA and 508 regulations

**TEACHING EXPERIENCES**

- **South Brunswick High School** Chorus and Theatre Arts 2013-2014
- **The Roger Bacon Academy Charter Day School (K-8)** Music and Chorus 2012-2013
- **Cape Fear Academy** Lower School Music and Chorus 2009-2012
- **North Brunswick High School** Chorus, Music, and Theatre Arts 2002-2007
- **Westside Middle School (GA)** Chorus and Music 1998-2000

**Awards**

2022 UnitedHealthcare Learning Solutions Best-TI Finalist  
2021 Thalian Association Community Theatre Best Music Director  
2021 UnitedHealthcare Learning Solutions Best-TI Winner  
2020 UnitedHealthcare Service Hero Finalist  
2020 UnitedHealthcare Learning Solutions Best-TI Finalist  
2020 Thalian Association Community Theatre Best Music Director  
2019 Wilmington Star News Theatre Best Sound Design  
2018 Thalian Association Community Theatre Best Supporting Actress  
2018 Thalian Association Community Theatre Best Sound Design  
2017 CSA of the Quarter – Blackboard, Inc. Q3 2017  
2016 Thalian Association Community Theatre Best Music Director  
2016 Thalian Association Community Theatre Artistic Director's Award  
2014 Donald R. Watson Education Scholar  
2014 Ann Royer Corley Scholarship Recipient  
2008 Guest Clinician – Brunswick County All County Chorus  
1998 Performer – Grammy Award Winning Classical Album of the Year  
1993 Alumni Scholar – Full Academic Scholarship

**EDUCATION**

**Master of Science in Instructional Technology** University of North Carolina, Wilmington 2015

**Bachelor of Music** University of Georgia 1997

**Additional Training**

Franklin-Covey Facilitation Excellence  
Quality Matters QM Coordinator  
Training Quality Matters APPQMR Training  
Grant Writing Workshop Series