



Jessica Thompson

Senior Digital Instructional Designer

CONTACT

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San Francisco, CA

EDUCATION

Master of Education in Instructional Design

University of California, Berkeley |
Graduated: May 2015

Bachelor of Arts in Communication Studies

San Francisco State University |
Graduated: May 2012

Certifications

- Adobe Captivate Specialist – 2018
- Articulate Storyline Advanced User Certification – 2017
- Certified Instructional Designer/Developer (CIDD) – 2016

PROFESSIONAL SUMMARY

Experienced Senior Digital Instructional Designer with over 10 years of expertise in developing innovative, user-centric digital learning solutions. Proven track record in designing engaging e-learning content using Articulate Storyline, Adobe Captivate, and LMS platforms. Adept at collaborating with cross-functional teams to drive effective digital training programs that meet organizational goals.

EXPERIENCE

Senior Digital Instructional Designer 2019 - Now
TechBridge Solutions, San Francisco, CA

- Lead the development of an e-learning curriculum that increased employee retention by 25% in the first year.
- Collaborate with subject matter experts to design digital training for software products, reducing onboarding time by 15%.
- Manage a team of 4 instructional designers to implement a company-wide learning management system (LMS) migration.
- Conduct needs assessments and created digital learning modules aligned with company goals and learner needs.

Digital Instructional Designer 2015 - 2019
NextGen Learning, San Francisco, CA

- Designed interactive e-learning modules for clients in the technology sector, improving engagement by 20%.
- Utilized Articulate Storyline to create responsive online training programs, achieving a 30% boost in learner satisfaction.
- Worked closely with graphic designers and developers to ensure the visual appeal and functionality of digital courses.

SKILLS

Articulate Storyline	★★★★★
Adobe Captivate	★★★★★
Learning Management Systems (LMS)	★★★★★
Instructional Design Methodologies (ADDIE, SAM)	★★★★★
E-Learning Content Development	★★★★★
Project Management	★★★★★
Data Analysis for Learning Outcomes	★★★★★
Content Management Systems (CMS)	★★★★★