

Karmen L. Cooper

Instructional Systems Designer | Learning Technologist

Raleigh, NC 27603

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Professional Skills

- ADDIE & SAM Learning Frameworks
- Project Management
- Multimedia & Web Design
- Content Design/ Storyboarding
- Course Development
- Digital Video & Audio Editing
- Training & Presentation materials
- Formative & Summative Assessments
- LMS Administration
- Web Hosting

Technology Knowledge

- Learning/ Content Management Systems (LMS/ CMS/ LCMS)
- Website Development
- Content Authoring
- Graphic Design
- Audio/ Video Production
- Communication & Collaboration Tools
- Social Media Outlets

Software Knowledge

- Articulate Studio, Adobe Captivate, Gomo Learning, Wordpress
- Adobe Creative Suite
- LMS (Moodle, Blackboard, Edmodo, Sakai)
- Apple iWork, iLife, iMovie
- Camtasia, Kaltura, QuickTime, GarageBand, MediaSite
- Blackboard Collaborate, Wimba, Skype, WebEx, GoToMeeting, VoiceThread
- Web 2.0 tools
- Microsoft Office Suite including o365 tools (Yammer, OneDrive, etc.)

Profile

- 15 years of experience in instructional technology, curriculum development, and e-Learning
- Instructional designer grounded in ADDIE, SAM, Universal Design for Learning, as well as other learning theories to create effective and engaging courses and training solutions
- Advanced user of learning technologies such as Storyline Articulate and Adobe Captivate
- Dedicated lifelong learner who remains enthusiastic and current with trends, techniques, and advances in instructional technology

Professional Experience

Koop Learning, LLC

Owner/ Instructional Designer

Raleigh, NC

1/2012- Present

- Owner of Koop Learning, LLC, a customized learning solutions firm that focuses on instructor-led and self-paced training and development for companies
- Help companies advance training and development for their employees by:
 - Conducting instructional analysis and writing instructional goals
 - Providing learner and context analysis
 - Producing performance objectives and assessment tools
 - Developing instructional strategies in addition to developing instructional materials
 - Design evaluation of instruction
- Provide project management throughout the ADDIE process
- Create custom training materials such as participant guides, job aids, work instructions, eLearning modules, virtual content, assessments, PowerPoints and other training documents
- Perform storyboard conversion and design enhancements for various assigned projects
- Use Microsoft Word and PowerPoint to convert existing storyboards into new templates
- Make design enhancements based on content and assets (images, narration, etc.)
- Sub-contract and supervise team members (instructional designers, graphic designers) as needed

LexisNexis- Business of Legal Software Solutions (BLSS)

Learning Technologist

Raleigh, NC

4/2016- 12/2016

- Analyzed, designed, developed, implemented, and evaluated online and instructor-led learning experiences for the BLSS Education and Enablement team
- Collaborated with Subject Matter Experts (trainers, sales team, marketing, product managers, and software developers) to produce training that clearly relays product functionality and meets our customer product messaging strategies
- Conducted scoping and gap analysis of projects with project managers along with identifying and mitigating potential risks
- Served as a project lead to various curriculum development projects simultaneously
- Utilized multiple development and authoring tools such as Articulate Storyline, Adobe Captivate, Adobe Framemaker, Camtasia, etc.
- Ensured SCORM and 508 compliance of online courses
- Uploaded and tested online learning functionality with our Learning Management System
- Partnered with Learning Technology peers within the team and other human resources within the organization to share ideas and best practices around program content, functionality, and design to continually build our program

North Carolina State University | Industrial Extension Service
Instructional Systems Designer

Raleigh, NC
1/2015- 4/2016

Awards and Honors

Instructional Design:

- AICPA “Best Business Process Solution” for Net Assets course-Learning Solutions DemoFest- 2015

Teaching:

- “Teacher of the Year”- Brown Summit Middle School- 2006
- Who’s Who Among America’s Teachers- 2006

Academia:

- Golden Key Honor Society- 2008
- Cum Laude Graduate- NC A&T- 2002
- Who’s Who Among American College Students-2002
- Sigma Tau Delta English Honor Society (Chapter President)-2002
- Chancellor Scholar- 2002
- NC A&T Dean’s List

Professional Memberships

- Association for Training and Development- Research Triangle Chapter

- Provided leadership and project management for assigned course projects, instructional programs, instructional tools and templates, and other educationally-focused efforts
- Worked with subject matter experts to develop templates for course design, effectively translating learning objectives into dynamic content
- Assisted with design and redesign of courses for delivery, including the incorporation of Web 2.0 tools for instruction, communication, and collaborative student engagement
- Designed effective learning activities and authentic assessments that encouraged critical thinking skills and self-directed learning
- Developed instructional design professional development opportunities for IES and Outreach and Engagement staff
- Partnered with other colleagues and development teams within IES in researching, brainstorming, developing, implementing, and evaluating innovative and pedagogically sound solutions for addressing instructional challenges
- Provided formative and summation assessment to evaluation clients

North Carolina Community College System Office
e-Learning Technician

Raleigh, NC
6/2014- 1/2015

- Provided technical and administrative assistance to the North Carolina Community College System (NCCCS) and its Virtual Learning Community (VLC)
- Maintained course content on the department’s VLC Blackboard and Moodle websites
- Imported and exported VLC Blackboard and Moodle courses as needed
- Managed user accounts, create learning objects, and apply UDL principles for VLC content
- Ensured ADA and Section 508 compliance when developing and maintaining online courses
- Gave technical support to Distance Learning Administrators, community college faculty, and students who utilized VLC resources who sought online courses and/or programs
- Assisted in the management of the NCCCS Moodle Cloud Service through client communications, survey development, and application testing support
- Collaborated with the NC Learning Object Repository (NC LOR) System Administrator to ensure learning objects had proper metadata, file names, types, and sizes, copyright permissions, etc.

Other Experience

Community College Instruction:

2006-2013

- Experience teaching Professional Research and Reporting/Technical Writing (English 114)
- Developed and taught online courses based on learning objectives and needs of students
- Educated students on design materials for job seeking and career development
- Used the Blackboard and Moodle for instruction and web-supplementation

K-12 Teaching Experience:

2002-2014

- Taught 7th, 8th, & 9th grade English/ Language Arts based on the North Carolina curriculum
- Served as a school counselor in Guilford and Cumberland Counties (North Carolina)

Education

Master of Arts, Instructional Technology/ Educational Media

12/2015

Appalachian State University, Boone, NC

Master of Science, Counselor Education

12/2008

North Carolina A&T State University, Greensboro, NC

Master of Arts, English and African-American Literature

7/2004

North Carolina A&T State University, Greensboro, NC

Bachelor of Arts, English

5/2002

North Carolina A&T State University, Greensboro, NC