

# Ladan Moshiri

## Instructional Designer/eLearning Developer & Instructor

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### EDUCATION

#### San Diego State University

M.A. in Educational Technology (GPA 4.0)

#### University of Texas at Dallas

B.S. in Computer Science (Cum Laude)

#### Southwestern Community College

Web Design Certificate (GPA 4.0)

#### San Diego Mesa College

SDCCD Online Training Certificate (Blackboard)

### SKILLS

**Web Authoring Tools:** Captivate, Articulate Storyline, Articulate Suite, Lectora

**Web Design:** Dreamweaver, CSS, Flash, HTML, jQuery, Google Sites, WordPress

**Graphic Design:** Adobe Photoshop, Fireworks, InDesign, Illustrator

**Learning Management Systems:** Blackboard, Moodle, CHEX, Cornerstone

**Data Collection:** Qualtrics, Survey Monkey

**Microsoft Office:** Word, Excel, PowerPoint, Access, Outlook, Project

**Project Management Tools:** Basecamp, Microsoft Project

**Additional Software:** SnagIt, Paint, Picnic, Photo Story, Windows Movie Maker, Adobe Acrobat, Adobe Connect

**Programming Languages:** HTML, C, Pascal, PROTEL

### PROFESSIONAL EXPERIENCE

#### Instructional Designer (June 2013 – Present) | San Diego Gas & Electric

- Conduct performance, task, and audience analyses and training needs assessments to offer appropriate solution systems
- Create “design documents” based on assessment results
- Design and develop web-based, instructor-led, and blended training
- Design and develop content for learning solutions including storyboards, facilitator guides, training reference materials, job aids, and Quick Reference Guides
- Create training videos using various software tools
- Design and develop graphics and animations
- Collaborate with Subject Matter Experts and stakeholders to ensure content accuracy
- Conducts train-the-trainer sessions for the instructors
- Ensure that the Web-based training are in compliance with Section 508 and Universal Web Design concepts

- Create quiz banks
- Design and develop surveys and evaluations
- Build online curriculum in "Cornerstone" Learning Management System
- Assist in training implementation and roll-outs

**Adjunct Instructor of Computer Business Technology** (March 2013 – Present) | **San Diego Mesa College**

- Develop and deliver online courses and curriculum
- Develop and deliver classroom instruction

**Instructional Design Consultant** (September 2011 – Present) | **LRI Partners**

- Conduct performance, task, audience and training needs assessment as per client's request
- Design and develop training materials (web-based, print-based, and classroom)
- Create storyboards, training guides, job aids, and quiz banks
- Create web-based training using Captivate, Lectora, and Articulate Storyline
- Design both static and animated graphics and logos
- Design and develop dynamic websites

**Instructional Design Consultant** (June 2012 - August 2012) | **Rady Children's Hospital**

- Developed a web-based training for Epic 2012 upgrade
- Created a course template in Captivate for web-based courses at Rady Children's Hospital

**Instructional Designer** (June 2011 – September 2011) | **Casino Essentials**

- Designed and develop web-based training using Lectora, Captivate, and Articulate Suite
- Created content maps and storyboards
- Created quiz banks
- Reviewed existing courses for accuracy and provided recommendations and instructional support

**Instructional Design Consultant** (May 2011 – August 2011) | **Rady Children's Hospital**

- Designed storyboards, created quiz banks
- Developed eLearning courses in Captivate
- Performed usability testing, and ensured course compatibility with the LMS system
- Created print-based training in the form of "Quick Reference Guides"

**Instructor** (February 2010 – April 2010) | **Coronado Adult Education and ROP**

- Taught Microsoft Excel to adult learners

**Office Support Assistant** (October 2008 – April 2009) | **San Diego County Office of Education**

- Responsible for accuracy of department's web-page
- Collected *Expulsion* data from all school districts in San Diego County and generated statistical reports
- Created spreadsheets for the Psychological Services unit
- Organized educational workshops

**Training and HR Manager** (January 2004 – October 2008) | **Orange County Diagnostics**

- Managed projects and created web-based training, instructional materials, and print-based manuals
- Facilitated group, as well as one-to-one training sessions
- Managed the legal and technical aspects of the HR (hiring, termination and workers' comp)

**Owner** (March 1996 – May 2008) | **Highland/National Mobil**

- Managed business operations (hiring, termination, employee evaluation, and workers' comp)
- Conducted safety and operations training
- Managed purchasing, inventory control, accounting, billing, payroll, and employee affairs
- Computerized the merchandise inventory control
- Managed customer service relations and accounts receivable/payables

**Systems Engineer** (January 1993 – February 1995) | **NORTEL**

- Designed, coded, tested, and documented a Configuration Tool by using Prolog language
- Produced system specifications, customizing the architecture and layout of the Meridian PBX

**Software Design Engineer** (January 1990 – November 1992) | **BNR**

- Designed, coded, tested, and documented features related to MTX Central Control's Call processing, networking, table control, Operational Management (OM), and User Interface