Channara Chea
E-Learning/Multimedia Developer
&
Instructional Designer

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Profile: As an e-learning and instructional designer, I am committed to fostering transformative learning experiences that empower individuals to reach their fullest potential. Central to my philosophy is the belief that education should be inclusive, engaging, and accessible to all learners, regardless of their background or circumstances.

Experienced in analyzing, designing, and developing various multimedia products for client needs. I view learning as a dynamic process that thrives on interaction, collaboration, and meaningful engagement. My approach blends cutting-edge technology with proven instructional strategies to create environments where curiosity is sparked, knowledge is deepened, and skills are honed. I embrace the diversity of learners by designing experiences that cater to different learning styles and preferences. Through personalized and adaptive learning pathways, I aim to cultivate a sense of ownership and motivation in each learner, nurturing their intrinsic drive to explore and excel. Ethical considerations and empathy are at the core of my practice. I strive to uphold high standards of integrity and respect for diverse perspectives, ensuring that the content I create is not only informative but also ethical and socially responsible.

Professional Goals: Continuous improvement is fundamental to my philosophy. I am dedicated to staying up to date on emerging technologies and innovative pedagogical approaches, integrating them thoughtfully to enhance learning outcomes and user experience.

Additional Language Spoken: Cambodian (Khmer)

EDUCATION

Cameron University
Bachelor of Science: Multimedia Instructional Design
Completion Date: **May 2009**

University of Oklahoma
Masters in Learning Sciences
2020-2021

Oklahoma State University
Masters in Educational Technology
Completion Date **June 2024**

TECHNICAL SKILLS (I can adapt to any programs that are not on this list)

Adobe Animate
- Animation through tweening/and action scripting
- Knowledge of Animate's Action Script
- Video conversion for web use

Adobe Captivate 10+
- Creation of interactive screen captures
- Creation of interactive instructional module CBTs published to HTML5 format for cross-platform functionality
- Use of external multimedia avenues to enhance learning experience

Adobe Audition CC
- Cut / Splice sound bits
- Improve sound quality
- Mix music and voice recordings

Illustrator CC
- Creation of clean precise graphics
- Manipulation of layers
- Recreation of old or degraded bitmaps

Adobe Premiere CC
- Capture and edit video
- Editing and rearranging video clips
- Sound manipulation and integration
- Use of proper transitions

Dreamweaver CC
- Able to manipulate HTML code
- CSS manipulation experience
- Creation of a full-functioning website

Articulate 360 Suite
- Use of Storyline 360 to create interactive instructional module CBTs published to html5 format for cross-platform functionality
- Use Rise 360 to create quick and fully interactive CBTs
- Use Review 360 as a collaboration tool to review, edit, and implement quality control over training being developed
- Use Peek 360 to screen capture an educational walkthrough

Adobe Creative Cloud
- Use of Photoshop CC, Illustrator CC, Dreamweaver CC, Audition CC, Animate CC, Premiere CC and other tools to create a cohesive multimedia product for computer-based training or other authoring needs

Adobe Connect
- A general understanding of all functional aspects of Adobe Connect. (actual practice has not been required by past or current employers)

Microsoft Suites
- Proficient in all Microsoft products

Courseware/Instructional Design Manager
(September 2021 – Present)
Employer: Delaware Resource Group (DRG)
Duties Include:
At Delaware Resource Group (DRG), I am responsible for all things that are related to instructional design and courseware development. When reviewing or developing new training materials, I help with the instructional design process which can include analysis, design, development, and implementation. I will help with organizing the instructor guides, student guides, question banks, curriculum schedules, and lesson development. I oversee two satellite courseware development teams located in different states (Arizona and Florida) that are creating courseware contract deliverables, I am the quality assurance expert that ensures the materials meet instructional design standards and is completed according to the courseware delivery schedule dictated by the government.

I am also the courseware design manager, which means that I set the standard for how our computer-based training is designed and created in-house for corporate utilization and future contract opportunities. Training is developed to SCORM standards, Advanced Distributed Learning (ADL) standards, and 508 compliance. All courseware is published to html5 for cross-platform functionality.

I manage all corporate training needs including helping to create, implement, and administer a corporate learning management system (LMS) that trains about 1600 DRG employees, over 500 of which are combat logistics system (CLS) technicians. I help manage multiple contractual programs and multiple teams across those programs that span across the country in multiple locations.

Training and Curriculum Manager
(September 2020 – September 2021)
Employer: Oklahoma Tax Commission
Duties Include:
At the Oklahoma Tax Commission, I am responsible for the creation and standardizing of all training materials across 15 different divisions, with some divisions having multiple subdivisions.   I use multiple authoring programs to create the best lesson for the course. I use a variety of tools within Adobe Creative Cloud to create the overall look and feel of the lesson itself and also to create and edit all the graphics, sounds, and animations that are needed for the lesson.

Once lessons are completed and have gone through the quality control process, they are published into an HTML5 format (for cross-platform functionality and accessibility) and are uploaded into a Learning Management System (LMS). Here, the courses will be accessible to all employees with their log-in credentials. If they have an internet connection, they will be able to access the training.

The Learning Management System (LMS) is a Moodle-based LMS that I implemented from scratch to meet agency brand standards to house and track training within the agency. It will provide training services to about 500 employees and house hundreds of computer-based training modules, procedure documents, and links to external training artifacts.

In the era of Covid-19 and a need for a distance-learning option, this approach will fill the gaps that once existed within the agency.

Instructional Designer / E-Learning Developer/Graphic Artist
(March 2013 – September 2020)
Employer: Aviation Training Consulting, LLC
Duties Include:
At Aviation Training Consulting, LLC, I am an instructional designer, e-learning developer, and graphic artist. We start the process of course development by going through the analysis process to determine what kinds of lessons are needed for each course that pertains to the contract. Once the needs are established, we start writing the courses to a paper-based lesson that is usually created in Microsoft Word. We base the instructor and student guides on these lessons.

Once we move on to the computer-based lessons, I have most of the control over creating, editing, and finalizing the lessons. I use multiple authoring programs to create the best lesson for the course. I use a variety of tools within Adobe Creative Suite CS6 to create the overall look and feel of the lesson itself and to create and edit all the graphics, sounds, and animations that are needed for the lesson. I have used Photoshop CS6 and Illustrator CS6 to create and edit graphics, Flash CS6 for custom interactivity and animations, Audition CS6 and Audition for sound editing, and Dreamweaver CS6 to create some lessons that are HTML based.

The computer-based pieces of training are usually created using Captivate 5.5 or higher. I also use Flash CS6 to create custom animations, interactive learning tools, and knowledge checks that help to enhance student retention of courses they take. We usually finish the courses with a final test that is comprehensive and can have the option to report test scores to a learning management system.

As a graphic artist for the company, I create custom proposal graphics using Illustrator CS6 and Photoshop CS6 for the proposal teams. I create a large array of artifacts that include but are not limited to proposal document covers, infographics, and data-driven graphics. I also work with the marketing team to create and redesign corporate logos, brochures, merchandise, and anything that pertains to corporate standards.

My online meeting collaboration experience pertaining to projects usually consists of conference calls in combination with collaboration programs like WebEx, but I have also used anything from TeamViewer II or Skype to have similar collaborations with colleagues, supervisors, and SMEs. I have also used SharePoint, which is the equivalent of a cloud, like

using Adobe Cloud, which my company uses to keep everything that pertains to the current contract in one accessible place for all team members.

I create SCORM-compliant e-Learning products with a similar process to creating computer-based training, but it differs for learning in that students can utilize electronic technologies to access educational curriculum outside of a traditional classroom via curriculum upload to a Learning Management System (LMS) of choice. It is interactive in that you can also communicate with your teachers, professors, or sometimes even other students in your class if need be, depending on the LMS. Instructors and students around different parts of the world can access the virtual classrooms through the LMS, and once the instructors finish with a round of students taking the courses, they may come back to us for changes and improvements that may be needed to better enhance the lessons, so goals were completed as quickly as possible.

Before I left, I also helped create and maintain a Learning Management System (LMS) for the company's internal annual training. This LMS was created in conjunction with IT and went from idea to fruition in less than a month. It helped meet annual auditing requirements from the government and it helped keep better track of employee training profiles to ensure everyone is meeting the company's training mandate.

Multimedia/Captivate Developer
(June 2012 – February 2013)
Employer: Northrop Grumman
Duties Include:
At Northrop Grumman, I was hired as Multimedia Developer at Level II. My main responsibility was to create computer-based lessons in Captivate 5.5 – 7 for the contract that was recently awarded.

I used multiple authoring programs to create the best lesson for the course. I use a variety of tools within Adobe Creative Suite CS6 to create the overall look and feel of the lesson itself and to create and edit all the graphics, sounds, and animations that were needed for the lesson. This is where I perfected my use of Adobe Creative Cloud CS6 to develop interactive and in-depth lessons for employees to master the necessary skills required for the pertinent tasks of the relevant contract.

I also advanced my collaboration experience here to be able to take part in conference calls and cloud conferencing using a variety of tools, as mentioned above in my Aviation Training Consulting, LLC Job Description.

Virtual classrooms and Webinars were achieved via the LMS that supervisors loaded up to. Furthermore, I began developing skills used to work with a variety of LMSs, so that instructors could choose whichever LMS they desired to create their lessons and keep track of student progress, allowing all employees to be on the same page in fulfilling the necessary goals required at the time. I was able to communicate with instructors and students so that any requested changes could be quickly made to adjust the lessons as desired or needed.

Graphics Designer
(June 2005 – June 2012)
Employer: Cosmetics Specialty Labs, Inc.
Duties Include:
I am responsible for analyzing customer demographics and designing customer products that will appeal to the consumer. I can recreate an existing logo or create a brand-new one using Illustrator and CorelDraw. I will then measure the containers of the products in the line and create custom layouts that will be used for silk screening the containers.

Not limited to just product design, I have also designed business cards, pamphlets, brochures, digital advertisements, and catalogs that include all the customer's products, I have also used InDesign to create booklets for customer catalogs.

The process begins from scratch and ends with the production of the completed product.

Web Development
(2010-2012)
Employer: Cosmetics Specialty Labs, Inc.
Starting in 2010, I took over the management of Cosmetics Specialty Labs, LLC's online presence. I helped to redesign and relaunch the company website using Adobe Dreamweaver. I created custom graphics and images for the website and the company's social media account by also using Photoshop and Illustrator.