

Candace L. Hall

Rochester, New York

Professional Summary

Forward-thinking instructional designer with 6+ years of experience supporting online course and program development across higher education, corporate, and nonprofit learning environments. Proven track record for translating complex academic goals into clear and engaging digital learning experiences while collaborating across teams to support quality and continuous improvement.

Education

University of Central Florida, Orlando, FL

- **M.A.** Instructional Design & Technology; Specialization: eLearning
- **B.A.** Interdisciplinary Studies – Writing, Art History, Political Science

Professional Experience

-Colorado State University - Fort Collins, CO **Instructional Designer** | *Jan 2021 - Present*

At CSU Online, my work centers on managing high-volume online course development, guiding faculty and academic partners through the full design process, instructional quality assurance, accessibility, and scalable design practices to strengthen the learner experience.

Key Contributions at CSU Online

- Supporting and managing the design, development, revision, and launch of more than 85 online courses across academic disciplines and program areas, expanding access to quality online learning experiences from planning through launch.
- Consistently delivering accessible course design, contributing to a 100% Quality Matters Review pass rate and 83% of courses exceeding accessibility and design standard checks.
- Supporting online course development across high-volume disciplines, including ANTH, FSHN, HDFS, SOWK, and SPCM while maintaining consistent course quality and development expectations.
- Developing digital learning solutions that support learner engagement and measurable outcomes by guiding faculty and academic partners through completion.
- Strengthening faculty engagement and measurable outcomes while demonstrating the ability to train others, scale effective practices, and support consistent course quality.

-Focused Training Solutions - Baltimore, MD **Instructional Designer** | *Oct 2020 - Jan 2021*

- Designed digital learning modules for global consulting clients and U.S. government contracts
- Managed development of multimedia assets using Vyond and Articulate 360, emphasizing usability and business relevance

- Collaborated with clients to identify training needs and translate them into effective learning experiences

-Super 7 Girls - Chicago, IL Curriculum Designer | Jul 2020 - Jan 2021

- Managed, organized, and refined curriculum materials to support a cohesive, high-quality arts education program, ensuring lesson content, instructional resources, and assessment materials were clearly structured, accessible, and aligned with program goals.
- Developed and structured four elementary-level units: each with seven lessons, including lesson plans and all supporting instructional materials and assessments and learning tools, including quizzes, exams, and Quizlet flashcards, to support curriculum delivery and learner retention.

-QKids - Remote (Fujian, China) ESL Instructor | Jan 2020-Jan 2021

- Delivered online, gamified ESL instruction in a dynamic virtual classroom setting
- Applied learner-centered methods to build confidence, language acquisition, and motivation across age levels

-University of Central Florida- Orlando, FL Instructional Designer Intern | May 2019- Sept 2019

- Conducted quality assurance reviews and supported faculty with online course conversion for STEM education
- Created learning materials, course templates, and strategic planning tools for non-credit training programs

Early Experience - Training, Leadership & Client Engagement

- ❖ **Calvin Klein, St Augustine, Florida | Supervisor**
- ❖ **VERSACE , Livermore, CA | Supervisor / Keyholder**
- ❖ **Gucci, San Francisco, CA | Client Advisor**
- ❖ **CHANEL, San Francisco, CA | Executive Assistant**

Built an early career foundation in training, team leadership, luxury client engagement, and operational excellence across premium retail and luxury brand environments. Led team trainings, supported onboarding, strengthened service standards, and implemented process improvements that improved key performance metrics including unit-per-transaction, client retention, and revenue growth.

Core Skills

- Corporate Training & Development
- eLearning Tools: Articulate 360, Vyond, Canva, Camtasia, Adobe Creative Suite
- Project Management & Process Improvement
- Stakeholder Engagement & SME Collaboration
- Accessibility & Universal Design
- Storyboarding & Content Marketing