

Resourceful and innovative Instructional Designer, Facilitator, & Trainer with over 10 years of experience in e-learning, instructor-led, mobile and user-friendly curriculum development for a wide variety of cultural and professional backgrounds. Offering insightful analysis of content and original design to create value-added learning programs that achieve desired business outcomes. Strong communication and interpersonal skills to build relationships with stakeholders, assess learning needs, and evaluate outcomes for continuous improvement.

Work History

2019-05 -
Current

Instructional Designer

Chandler Unified School District, Chandler, AZ

- Manage LMS for 5,000+ participants
- Plan and monitor implementation of technology-based and instructor-led learning programs for 5,000+ staff members.
- Increased staff timely compliance by 20%
- Develop and assess inaugural Leadership Academy, providing intentional skill development for support staff
- Develop assessments, surveys and user polls to evaluate course effectiveness, altering content and delivery to achieve staff and student learning goals.
- Increased online participation in e-learning professional development opportunities by 100%
- Introduced and manage policy, process flow, and procedures to ensure fidelity and transparency in district development processes
- Teamed with subject matter experts in evaluation and revision of training tools to continuously improve learning platforms.
- Connect with vendors to evaluate available curriculums and associated materials.

2014-01 -
2019-04

Instructional Systems Designer/Training Officer

Department Of Child Safety, Phoenix, Arizona

- Created curricula, research topics and conceptualized course format, subject matter and presentation.
- Planned and monitored implementation of technology-based learning programs for over 4,000+ staff members statewide
- Contributed to development of comprehensive employee training courses.
- Developed workforce training programs to improve organizational efficiency.
- Targeted diverse learning modalities in development of new course content and training programs.
- Designed course materials and supported implementation.

Shaka Marie Franklin

Instructional System Designer, E-Learning and Training Officer

Contact

Address
Mesa, Arizona, 85212

Phone
(623) 337-0504

E-mail
Shaka.M.Franklin@gmail.com

Skills

- Microsoft Office Suite
- **Adobe Suite Products:** Photoshop, Illustrator, Dreamweaver, InDesign, Premier Pro, After Effects, Animate
- **Operating Systems:** Windows OS & MAC OS
- **Articulate360 Products:** Storyline 360, Rise 360, Review 360, Replay 360
- **LMS & CMS Administration:** Blackboard, Canvas, TraCorp, PowerSchool, Buzz Agilix
- **Course Material Creation:** ILT, board games, Hybrid, Virtual, Mobile
- Adult learning strategies and theories

- Collaborated with administrators to determine course objectives.
- Effectively implemented best training practices and adult learning principles in planning and creation of instructional materials.
- Delivered top-quality training documentation, manuals and tools addressing needs of specific specialist groups.
- Teamed with subject matter experts in evaluation and revision of training tools in order to continually improve learning platforms.
- Designed, implemented and managed successful training programs to meet department's needs.

2011-05 -
2014-05

Specialist III

Department Of Child Safety, Phoenix, AZ

- Maintained care, control, and custody of children/youth in care with the Department of Child Safety; provided community outreach and support eliminating abuse and neglect
- Implemented solution-focused approaches to 30+ client files ranging upwards of 50 children, via Juvenile Court, service providers, and foster care/adoptive placements
- Assessed family dynamics; assisted to maintain physical, emotional and behavioral health of children and parents involved
- Wrote comprehensive court reports, progress notes, and case plans to employ change initiatives
- Provided competent testimony regarding involvement in case plan implementation for my caseload
- Made time-sensitive, impactful decisions as it pertains to the benefit of adult clients and/or children on my caseload

2010-01 -
2011-01

Account Executive

Appleone Staffing Agency, Tucson, Arizona

- Recruited staff members through field research and use of recruiting tools, software, and web-based vehicles
- Assisted with on-boarding new staff through training sessions, orientations, and monitoring
- Coached, counseled, and recommended applicants for employment opportunities
- Maintained business client contact with over 200+ clients monthly
- Maintained employee client contact with over 80+ client monthly.
- Negotiated sales deals between customers and agency, resulting in mutually beneficial agreements and cultivated relationships.

- Training Program development
- Critical Thinking
- Attention to Detail
- Effective Subject Matter Expert Collaboration
- Flexible and Adaptable
- Decision Making
- **Project Management:** Policies & Procedures, Timelines, PM Tools
- **Non-Programming Languages:** HTML, CSS
- **Programming Languages:** Javascript

- Built and strengthened relationships with new and existing accounts to drive revenue growth.
- Resolved issues promptly to drive satisfaction and enhance customer service.
- Cold called, canvassed, and obtained referrals to develop sales pipeline.
- Identified customer needs to achieve service levels that met and exceeded expectations.

2007-03 -
2008-07

Operations Supervisor

Maximus Federal Services - Jobs Program, Phoenix, Arizona

- Motivated and trained 12 employees to maximize team productivity.
- Ensured contractual obligations were met by identifying, recommending, and/or developing quality improvement strategies through evaluations of staff performance standards and project performance measures
- Planned, assigned, supervised and evaluated Federal Jobs Program, including case management, workforce services, childcare and employment verification
- Conducted quality assurance for completeness, accuracy, consistency, and conformity monthly and quarterly for 12 staff members.
- Ensured quality customer service for internal and external customers.
- Created and maintained Business to Business contracts for volunteer placements with over 30 local businesses.

Education

2004-01 -
2007-05

Bachelor of Science: Psychology

University of Arizona - Tucson, AZ

- Member of Psi Chi International Honor Society in Psychology
- Member of Phi Theta Kappa, an international college honors society
- Awarded Magellan Scholarship, 2005
- Member of African Americans in Life Sciences

Additional Information

- Graduated Cum Laude 2007

