

Amara Chukwu
Learning Experience Designer
Instructional Design | eLearning Development | Performance Improvement
Fort Worth, Texas
682-785-1300 | amara.dima09@gmail.com

Professional Summary

Learning Experience Designer with experience creating performance-focused learning solutions for healthcare and regulated operational environments. I translate complex policies, procedures, and workplace challenges into practical eLearning, blended learning, job aids, videos, and performance-support resources. My approach begins with the business need, and the job behaviors employees must demonstrate, using needs analysis, stakeholder collaboration, scenario-based practice, and evaluation to support better performance.

Core Competencies

Learning Strategy & Performance Improvement

Performance Analysis • Training Needs Analysis • Skills Gap Analysis • Action Mapping • Workflow Analysis • Process Mapping

Instructional & Learning Experience Design

Adult Learning • Scenario-Based Learning • Human-Centered Design • Backward Design • ADDIE • SAM • Curriculum Development

Training Development

Instructor-Led Training (ILT) • Virtual Instructor-Led Training (VILT) • Blended Learning • eLearning Development • Storyboarding • Scriptwriting • Prototyping

Multimedia, Accessibility & Evaluation

Mayer's Multimedia Principles • Universal Design for Learning (UDL) • Accessible eLearning Design • Kirkpatrick Evaluation Model

Learning Technologies

Articulate Storyline 360 • Articulate Rise 360 • Camtasia • Vyond • Canva • Cornerstone LMS

AI-Supported Instructional Design

Script Refinement • Content Simplification • Scenario Development • Ideation • Image Prompting • ChatGPT • Claude • HeyGen AI

Workplace Technologies

Microsoft 365 • SharePoint • Smartsheet • AWS S3

Collaboration & Project Management

Agile Collaboration • Cross-Department Stakeholder Engagement • Project Coordination

Healthcare & Compliance Knowledge

HIPAA Compliance • Medicare Advantage • Medicare Part D

Training Impact Highlights

- Created more than 300 instructional and performance-support resources across healthcare and operational environments.
- Developed more than 100 resources supporting Medicare Part D teams and frontline Member Advocates.
- Translated complex CMS guidance into practical learning and performance-support materials.
- Designed blended learning, eLearning, simulations, videos, and job aids for adult workplace learners.

Professional Experience

Instructional Content Developer (Documentation Specialist) • Convey Health Solutions • Remote (March 2025 – Present)

Design and develop instructional materials and workforce training programs supporting Medicare Part D operations.

- Designed and developed 100+ job aids and training resources supporting Medicare Part D operations used by Member Advocates assisting Medicare beneficiaries.
- Develop Instructor-Led Training (ILT), Virtual Instructor-Led Training (VILT), and eLearning solutions supporting employee onboarding and workforce development.
- Translate CMS regulatory guidance and compliance policies into structured instructional materials and performance support tools.
- Convert operational meetings and webinars into instructional training videos and learning resources.
- Develop interactive learning activities, simulations, and knowledge checks to reinforce employee learning.
- Conduct training needs analysis with stakeholders and subject matter experts to identify workforce learning gaps.
- Evaluate training materials and learner performance to support continuous improvement of educational programs.
- Utilize Articulate, Camtasia, Canva, Microsoft 365, SharePoint, and Smartsheet to develop, track, distribute and maintain training resources, including version control and documentation history.

Training and Documentation Specialist • CSG International • Fort Worth, Texas (August 2018 – August 2024)

Designed and developed instructional content and workforce training programs supporting operational teams.

- Developed 300+ instructional resources including job aids, training guides, process documentation, and eLearning materials supporting employee onboarding and workforce development programs.
- Designed curriculum and instructional content using ADDIE instructional design methodology.
- Developed eLearning courses using Articulate Storyline and Rise with interactive knowledge checks and assessments.
- Conducted training needs assessments and workflow analysis to identify performance gaps and improve training effectiveness.
- Created job aids, training manuals, and performance support tools to improve operational accuracy.
- Applied Kirkpatrick training evaluation methods to assess learning outcomes and program effectiveness.
- Used Agile collaboration practices to coordinate training development across stakeholders and cross-department teams.
- Facilitated training workshops and knowledge transfer sessions to support operational adoption of new procedures.

Medical Records Specialist • Cornerstone Staffing Agency & Apple One staffing Agency (Cook Children Hospital & Texas Health Resources) • Fort Worth, Texas (2016 – 2018)

- Managed confidential patient records while ensuring compliance with HIPAA regulations.
- Supported healthcare teams by improving medical documentation organization and retrieval processes.

Education

Graduate Studies • Master of Science in Instructional Design (In Progress) Expected Graduation — October 2026

Coursework and applied projects include:

- Instructional Design Methodologies (ADDIE, SAM)
- Adult Learning Theory and Learning Experience Design

- Storyboarding and Prototyping for eLearning Development
- Scenario-Based Learning Design
- Training Needs Assessment and Performance Analysis
- Kirkpatrick Training Evaluation Model
- eLearning Development using Articulate Storyline and Rise
- Instructional Video Development and Multimedia Learning

Selected Learning Design Projects

- Call Documentation Practice: Kapture CX
 - Designed a scenario-based software-practice experience using Rise 360, Storyline 360, and Google Forms to help Member Advocates practice critical call-documentation decisions.
- Ethics in Action: Making Responsible Decisions at Work
 - Developed a mobile-friendly Rise 360 compliance course using workplace scenarios, interactive activities, Canva visuals, and HeyGen videos.
- Helping Members Stay Covered: Understanding Failure to Pay Premium (FTP) and Good Cause Re-instatement (GCR) process
 - Built and deployed an interactive Storyline course featuring a branching scenario, process-ordering activity, compliance checklist, and assessment.