

# DAVID KOLMER

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## SKILLS

- Instructional Design
- Facilitation (ILT/VLT)
- LMS Administration
- Learner Experience
- Video Development
- eLearning Development
- Sound Production/ Voice Acting
- Adobe Suite
- Articulate Studio '13 / 360

## EDUCATION

M.S. Instructional Design & Tech	Fontbonne University	St Louis, MO	2021
TEFL Certificate	TEFL International	Ban Phe, Thailand	2009
Bachelor of Arts	Millikin University	Decatur, IL	2003

## EXPERIENCE

August 2021– Present                      NAED                      Saint Louis, Missouri  
Instructional Designer

- Develop learner-centric activities for existing eLearning modules
- Enhance existing eLearning content by implementing image-rich content
- Update and recreate videos and eLearning content based on user feedback.

Environments: Articulate Storyline 360, CrowdWisdom LMS, Adobe CC, MS Office, and Snag-It

August 2019– August 2021              Neighbors Credit Union              Saint Louis, Missouri  
Instructional Design Lead / Training Manager

- Lead a team analyzing, designing, developing, implementing, and evaluating pieces of training
  - Drive culture by developing and implementing service and DEI content for all-company events
  - Implement a culture of learning by developing/leading train the trainer sessions for team leaders
- Environments: Articulate Storyline 3, sumtotal LMS, Adobe Creative Cloud, MS Office, and Snag-It

October 2017– July 2019              Lumeris Health                      Maryland Heights, Missouri  
Senior Learning and Development Specialist

- Converted self-guided learning from MS Word into interactive eLearning via Articulate Rise
  - Leveraged the AGILE process for rapid development of instructor lead-training on leadership
  - Analyzed complex analytical processes and action-mapped into skill-driven activities
- Environments: Articulate 360, ShareKnowledge LMS, MS Office, and Snag-It

October 2016 – October 2017              Magellan Health                      Maryland Heights, Missouri  
Talent Development Trainer / Senior Trainer

- Lead a mission that developed a suite of standardized training templates and developed a brand/logo
  - Leveraged experience in authorization intake with BBI system and research in claims to ADDIE a complete curriculum on taking claims calls for the customer service department
- Environments: SABA LMS, Adobe Captivate, Adobe Connect, MS Office, SnagIt 11, and Outlook

April 2016 – October 2016              Edward Jones via Stockell Cons.              Saint Louis, Missouri  
Instructional Designer

- Worked with a small team of 3 to design and develop a company-wide eLearning via Articulate 3
  - Collaborated with a large team to develop self-guided modules, leader guides, and storyboards
- Environments: Adobe Suite, Articulate Studio '13, MS Office and Snag-it

November 2012 – February 2016      Macy's Credit Customer Service      Bridgeton, Missouri USA  
Facilitator

- Ensured the successful migration to Citi Bank credit platform as a rapidly developed SME
  - Piloted training on Bloomingdale's Reserve serving top 1% of clients, eliminating call transfers
- Environments: Adobe Connect, MS Office, Articulate Storyline 2, FUZE, Skype for Business

June 2011 – August 2011                  University of MO-Saint Louis                  Saint Louis, Missouri  
USA

Instructor

- Leveraged experience in theater to produce interactive experiences for learners
  - Designed, developed, and implemented ESL materials for prospective students from China
- Environments: Adobe Photoshop, Glogster, Animoto, MS Office, and Windows Movie Maker

June 2011 – August 2011                  LCCT    Lampang, Thailand

ESL Instructor

- Designed, developed, and implemented ESL materials for college and pre-college students
- Environments: MS Office, Adobe Audition (Cool Edit Pro), Adobe Premiere, Sony Vegas