
JERRON W. THORNTON

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OBJECTIVE

To obtain a position that leverages 15 years of experience in:

- **Leading full-cycle design of 200+ global corporate learning solutions**, integrating AI to create realistic simulations, AI training sandboxes, and on-demand e-learning (Storyline/RISE, Copilot, Skilljar)
- **Engineering and implementing university-style credit certification programs** for onboarding new sales associates and continuing education for 1000+ existing enablement associates
- **Utilizing advanced media and generative AI tools** for custom multimedia, including AI-generated graphics, text-to-video, and improved audio narration (Audiate, ElevenLabs, Wellsaid Labs)
- **Ensuring learning solutions meet 508 accessibility standards** and applying research-based methodologies (ADDIE/AGILE/SAM) to increase learner course participation by up to 45%
- **Driving content strategy and maintenance** across multiple LMS platforms (Cornerstone OnDemand/Learning, Continu, SharePoint) for 800+ CSRs and clients across 3 continents

EDUCATION

FLORIDA INTERNATIONAL UNIVERSITY

Master of Business Administration

Management Concentration

Miami, FL

December 2011

FERRIS STATE UNIVERSITY

Master of Science in Career and Technical Education

Instructional Design Concentration

Big Rapids, MI

December 2005

FERRIS STATE UNIVERSITY

Bachelor of Science in Computer Information Systems

Programming Concentration

Big Rapids, MI

December 2002

RELATED SKILLS

- Direct experience creating over 200 corporate training curricula and learning packages for global distribution in organizations with 5000+ employees. Includes facilitation of custom train-the-trainer content for classrooms with 15+ employees in both the US and Australia
 - Direct experience engineering and implementing corporate-wide university-style certification programs for sales onboarding and new clients, utilizing AI-driven content optimization and automated assessments to manage knowledge continuation for 1,000+ associates and 20k clients
 - Experienced remote contractor with multiple global corporations, including a consistent record of providing clean, technologically-sophisticated, detail-oriented, creative, and on-time project submissions
 - Direct experience facilitating 13 training / academic courses for 30+ students in both an e-learning and traditional classroom setting (class examples: Change Management, Train-the-Trainer, Web Design, Business Administration, Microsoft Office Suite, A+ CompTIA Cert Prep, General Education, Intro to IT)
 - Proven experience redesigning a client-facing HTML5/JavaScript course catalogue for 1,900 learners using AI-enhanced UX and automated navigation, driving a 45% increase in participation and 32% in certifications
 - Experienced e-learning Guild conference speaker (Realities360) with over 100 session participants in attendance for a presentation on Augmented Reality (AR) in training
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EXPERIENCE

PAYCOR *Senior Instructional Designer*

(Remote) Las Vegas, NV
May 2024 – Current

- Manage all phases of new/existing client and CSM e-learning development - including intake, needs analysis, advanced storyboarding, and final content authoring - primarily utilizing Articulate Storyline/RISE to deliver high-proficiency training on the Paycor HCM software
- Design, develop, and deploy supporting media assets (i.e., animated videos, system tutorials, and graphical job aids) using Generative AI (Synthesia) and specialized tools such as Vyond, Camtasia, and Adobe Creative Cloud to enhance self-paced client learning modules
- Create interactive, custom software simulations and role-based learning experiences within e-learning courses, leveraging Copilot (AI) and branched programming to drive feature adoption and improve user interaction with Paycor's platform
- Oversee the content roadmap, updates, and maintenance of the centralized, on-demand microlearning curriculum utilized by Paycor clients, ensuring all resources align with current product releases and effectively reduce inbound customer support volume

CLEARGAGE (Contract) *Onboarding & Training Manager*

(Remote) Las Vegas, NV
January 2024 – May 2024

- Collaborated with upper-level management to design and implement 6 strategic client training programs aimed at improving client retention and maximizing the efficiency of content delivered by CSRs
- Led the full instructional design life cycle to create and deliver 11 on-demand e-learning courses and custom training packages for US-based clients, using Articulate Storyline/RISE 360 and applying ADDIE/AGILE methodologies
- Designed, implemented, and administered the company's centralized client knowledge base and all learning content, ensuring seamless accessibility and maintenance within the SharePoint LMS/CMS environment
- Created high-impact visual content, including animated training videos and interactive system tutorials, using advanced media software such as Vyond, Camtasia, After Effects, and Photoshop
- Developed 4 custom software and role-based simulations with integrated gamification to accelerate client feature adoption and enhance user proficiency with the platform

YAHOO (Contract) *Instructional Designer*

(Remote) Las Vegas, NV
July 2022 – January 2024

- Full learning-cycle development of 27 on-demand e-learning courses for the onboarding of new CSRs, and 42 on-demand e-learning courses for the continued education of existing CSRs, using Articulate Storyline/RISE
- Designed and developed 100+ custom supporting multimedia and graphic resources (Vyond, Camtasia, Photoshop, Acrobat Pro, After Effects)
- Custom software and mobile app simulation development and gamification for e-learning courses using Articulate Storyline and javascript programming
- Supported and maintained content within the LMS (Cornerstone Learning), utilized by 800+ CSRs in 3 call-center properties found on 3 different continents
- Lead closed-caption and text-to-speech audio editor using AI-based Wellsaid Labs, ElevantLabs, and Murf

TWILIO *Instructional Designer*

(Remote) Las Vegas, NV
March 2021 – July 2022

- Authored and created 32 blended VILT and on-demand agile learning packages covering Twilio's CPaaS/SaaS integrations and APIs, using custom storyboards and e-learning web authoring tools (Articulate Storyline/RISE 360)
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EXPERIENCE
(CONT.)

- Engineered, implemented, and maintained a company-wide university-style credit certification program for the onboarding of new sales associates and the knowledge continuation of 1000+ existing sales enablement associates
- Oversaw the creation, editing, and/or retirement of 44 training items and courses in the Sales Enablement LMS (Continu)
- Designed and developed 10 training initiatives for management that aligned with sales and learning outcomes, informing of learner progress and success in online learning environments
- Shared information, answered questions, solved problems, and raised issues as necessary to promote an environment of teamwork and collaboration within sales enablement

SERVICENOW (Contract)
Instructional Designer

(Remote) Las Vegas, NV
December 2018 – March 2021

- Authored and created 57 blended ILT and online SaaS ServiceNow training experiences using custom storyboards and e-learning web authoring tools (Captivate 9.0 and Storyline/RISE 360)
- Audited and updated e-learning designs to meet W3C/508 accessibility standards
- Conducted interviews/learning needs assessments to identify sales knowledge and skills gaps, and relevant training requirements
- Reviewed feedback and refined ServiceNow course materials based on feedback to support instructor and learner needs
- Provided 12 train-the-trainer sessions for internal subject matter experts (SMEs)

ARISTOCRAT TECHNOLOGIES
Curriculum Developer

(Remote) Las Vegas, NV
July 2017 – December 2018

- Developed and facilitated 4 ILTs to increase technical, change management, and leadership skills
- Developed and modified 22 e-learning and m-learning courses utilizing Captivate 9/2017 and Storyline 360
- Championed 7 learning technology (i.e., Augmented Reality, Virtual Reality, Mobile Q/As) research and implementation design projects
- Authored and created ILT material and WBT content for blended learning environments
- Facilitated 10 Train-the-Trainer, D365, and Salesforce utilization courses for employees and administration

PITNEY BOWES
Instructional Designer

(Remote) Las Vegas, NV
October 2012 – July 2017

- Created over 100 paper, digital, and online training packages using custom storyboards and e-learning web authoring tools (Captivate 6.0-9.0 and Storyline 1/2/360)
- Department subject matter expert on use of web and mobile technologies (i.e., mobile web applications, content/learning management systems, e-learning and m-learning technology trends)
- Authored and created 68 e-learning courses using the ADDIE/AGILE methodologies
- Provided course management and learner support for company's LMS (Cornerstone OnDemand)
- Assessed department/client needs to determine appropriate course performance interventions

UNIVERSITY OF MIAMI
Adjunct Professor - Web Design

Coral Gables, FL
March 2012 – December 2013

- Researched, developed, and implemented the Division of Continuing and International Education (DCIE) web design curriculum and materials for the traditional and virtual Web Designer – CCT 220 course
- Presented and lectured course CCT 220 (Web Development for Business) to 15+ students in a computer lab and / or VILT setting
- Evaluated student progress and course achievements for recommendation to receive Web Designer Certification from the University of Miami

EXPERIENCE
*(CONT.)***MIAMI DADE COLLEGE (MDC)**
*Instructional Developer/Designer***Miami, FL**
October 2010 – October 2012

- Project manager for the Office of Academic Programming supporting, designing, and maintenance of college/office electronic sites for disclosure, sharing and publication of information
- Developed and facilitated 17 CurricUNET training courses
- Authored and created 26 courses using the ISD/ADDIE/SAM methodologies
- Wrote and/or edited 55 booklets, brochures, websites, documents on electronic sites, PowerPoint presentations and other informational materials
- Maintained information in the State Course Numbering System (SCNS) for Miami Dade College and in the MDC student information database systems, provides/posts MDC Information utilized by the Florida Department of Education (FLDOE)
- Provided MDC faculty and staff with accurate information and training relating to all aspects of administrative operations based on college policies and procedures

FLORIDA CAREER COLLEGE
*IT Professor - Full-time/Adjunct***Lauderdale Lakes, FL**
November 2008 – December 2010

- Developed and facilitated 17 technology and business courses via VILT and physical classroom environments by using a variety of techniques to 30+ students at a time
- Planned and tailored courses of study in accordance with curriculum guidelines and state requirements for diverse 21st century adult learners
- Curriculum developer and SME for IT Department (Web Development Courses)
- Monitored, assisted, and improved student academic progress through research and student mentoring

COMPUTER SKILLS
*(Years of experience)***SOFTWARE**

Adobe Connect and
Captivate 9.0 / 2017
(4 years)
Adobe Creative Suite
(10+ years)
Articulate Storyline /
RISE 360
(10+ years)
Audacity
(10+ years)
Camtasia
(10+ years)
Canva
(2 years)

Copilot
(2 years)
Gemini
(2 years)
Lucidcharts
(2 years)
Office Suite / 365
(10+ years)
Salesforce
(4 years)
Synthesia
(2 years)
Vyond
(5+ years)

LMS / CMS

Angel (Certified)
(2 years)
Cornerstone OnDemand
(4 years)
Continu
(2 year)
Jira / Confluence
(3 years)
Sharepoint
(5+ years)
Skilljar
(1 year)
WebCT / Blackboard
(5+ years)

LANGUAGES / SPECS

CSS and CSS3
(15+ years)
HTML / HTML5
(15+ years)
Java Script
(3 year)
MySQL / SQL
(3 years)
PHP
(4 years)
SCORM
(10+ years)