

Jennifer Livengood, PhD

jlivengo@pm.me | <https://www.jenniferlivengood.com>

Experienced Instructional Designer with a demonstrated history of working in healthcare and higher education industry. Expertise includes designing instructional materials, transitioning traditional courses to online platforms, managing edtech projects, and employing adult learning principles.

Work Experience

Instructional Designer

Jul 2020 - Present

College of American Pathologists | Northfield, IL

- Designed, developed, and maintained instructional materials and design of educational events for learners in the healthcare industry.
- Ensured that educational programs support educational and business needs and objectives.
- Employed adult learning principles and instructional design in course development.
- Used a variety of authoring tools and formats, such as instructor led training, online learning, face to face, and mobile technology.
- Co-founded an employee resource group on disability and neurodiversity and coordinated over five organizational events on topics related to access, inclusion, and advocacy.
- Created a program using AI and Visual Basic for Applications (VBA) to expedite the development of forms and templates in Microsoft Office products that will be used within cross-functional teams to develop online courses.
- Troubleshooted complex issues in Articulate Storyline to solve issues to help the development team in producing online classes.

Instructional Designer

Aug 2017 - Jul 2020

Harvard Medical School | Boston, MA

- Consulted with faculty and program directors on how to develop design plans to transition face to face courses to online learning during the Covid-19 pandemic.
- Developed over 10 case-based medical interactives in Articulate Storyline that provided healthcare professionals continuing education opportunities and professional development in specialty areas, such as hematology, opioid use disorder, dementia, and patient care.
- Solved server and client-side coding and user-interface issues during the initial phases of the LMS migration.
- Created user guides on how to use the learning management system for students and faculty.
- Coded, designed, and maintained websites for the Innovation in Medical Pedagogy, Curriculum and Technology (IMPACT) Symposium.

Instructional Technologist

Mar 2017 - Jun 2017

Harvard Kennedy School | Cambridge, MA

- Created Canvas development sites to use in the first year of the Bloomberg Harvard City Leadership Initiative.
- Tested Canvas and website configurations to work on computer and mobile technology platforms.
- Troubleshooted user issues with HTML and CSS in email communications and marketing activities.
- Researched the usability of the Canvas mobile app to meet the needs of the program participants.

Instructional Designer

Mar 2015 - Mar 2017

Brandeis University | Waltham, MA

- Collaborated with faculty to problem-solve issues encountered in facilitating and delivering course materials in an online environment.
- Designed methods of course delivery and content authoring that were accountable to course and program outcomes.
- Developed and designed website projects for individual faculty grant projects.

- Provided consultation, support, and strategic design to faculty in designing their online, blended, flipped, and face to face courses.

Learning Experience Designer
Six Red Marbles | Charlestown, MA

Oct 2013 - Jan 2015

- Conducted a discovery phase needs assessment and provided recommendations and use cases for a future graduate-level online educational programming at Woodrow Wilson National Fellowship Foundation.
- Developed design concepts focused on adult learners for two new content management systems and communicated the technical details to a team of IT developers.
- Coordinated timelines, staffing, communication, and project management for over 20 course development projects.
- Built courses and solved technical issues with HTML and system settings in the Blackboard learning management system.
- Consulted with subject matter experts at three universities to create course learning objectives that aligned with program outcomes.

Instructional Designer
Boston University Distance Education Department | Boston, MA

Oct 2011 - Oct 2013

- Used previous course evaluations to collaborate with media professionals and subject matter experts to develop ideas for learning objects, multimedia, and instructional videos for students.
- Improved instructor led training in online courses by consulting with faculty on relevant technology and how to connect these features to course learning outcomes.
- Developed learning solutions with faculty and administrators to improve five current courses and develop a new online program.
- Assisted with video production and course revisions for the paralegal program.

Core Skills

- Online Course Development: Articulate Storyline, Articulate Rise, video editing software, storyboarding, adult learning theory, ADDIE
- Visual Design: Adobe Creative Cloud, Procreate
- Web Development: HTML, CSS, Accessible and Responsive coding and design, Dreamweaver
- Learning Management Systems: Moodle, Blackboard, Canvas, Sakai
- Business Technology: Microsoft Office Suite: Word, PowerPoint, Excel, Publisher, Teams, and OneDrive, Adobe Acrobat Professional
- Communication: Excellent verbal and written communication, ability to work independently and be flexible to new situations and changing objectives, collaboration across teams, self-motivated and committed to continuous refinement of organizational skills

Education

University of Illinois at Urbana-Champaign
PhD | Recreation, Sport and Tourism

May 2007

University of Illinois at Urbana-Champaign
MSW | Masters in Social Work

Dec 2001

Southern Illinois University at Carbondale
Bachelor of Arts | Psychology

May 2000