

Michelle Walker, Ed. D

2565 Westchester Rd. • Ottawa Hills, OH 43615

330.416.3034 • michelle.walker@yahoo.com

EXPERIENCE SUMMARY

Over twenty-five years of work experience including higher education instruction, instructional design, project management, eLearning development, software training, web page creation, statistical analysis, technical writing, creative design and production of communication materials, hardware installation, programming, and technical support.

WORK EXPERIENCE

University of Toledo

Toledo, OH

Instructional Designer

August 2021 – June 2023

- Provide consultation services to faculty regarding pedagogical, technical, federal compliance (TEACH Act, Copyright, ADA 508) and administrative issues in course design, development, delivery, and evaluation
- Design and develop courses, modules, learning objects, asynchronous and synchronous learning activities, and other related materials for the university academic community
- Design and teach faculty development courses and workshops regarding pedagogy and technology in online and blended learning environments
- Conduct Quality Matters (QM) Higher Education reviews and provide recommendations for course improvement for faculty members

Self employed

Independent Learning & Development Consultant

September 2011 – July 2021

- Produce multi-year strategic plans for learning and development organizations
- Develop learning materials and measurement assessments to support multiple delivery channels
- Create operational processes, procedures, templates, and tools for learning and development organizations
- Provide coaching to learning and development leadership and review resumes for the hiring of learning and development professionals

Westfield Insurance

Westfield Center, OH

Senior Instructional Designer

March 2003 – March 2011

- Design performance improvement and learning solutions for 1000+ commercial & personal insurance underwriters, claims staff, and IT professionals managing multiple enterprise-wide training projects
- Develop solution appropriate learning and measurement materials to support multiple delivery channels including instructor led, web conference, self-paced eLearning, blended learning, on-the-job, reference documentation, and performance support resources
- Facilitate learning solutions using various delivery methods engaging learners at multiple levels of the organization

- Appointed to the eLearning Task Force responsible for planning and implementing the eLearning strategy for the company
- Researched, interviewed, and selected a Learning Management System (LMS) vendor for registration tracking, eLearning hosting, and learning progress reports
- Implemented a Learning Management System for the Commercial Lines Department, 200 employees, and trained six other department administrators for the rollout of the LMS to the entire company, 2200 employees
- Developed eLearning tutorials to train new users on the Learning Management System, to provide manager training, and to assist the IT Help Desk in supporting the product

EDUCATION

Pepperdine University *Malibu, CA*
Ed. D., Educational Technology *June 2009*

University of Akron *Akron, OH*
Masters of Science, Technical Education – Instructional Technology *August 2000*

Middle Tennessee State University *Murfreesboro, TN*
Bachelor of Business Administration, Computer Information Systems *May 1994*

CERTIFICATES

University of Toledo *Toledo, OH*
Master Online Instructor *April 2022*

Quality Matters *Annapolis, MD*
Peer Reviewer Higher Education Certificate *October 2021*

Quality Matters *Annapolis, MD*
Applying Quality Matters Rubric Higher Education Certificate *September 2021*

University of Toledo *Toledo, OH*
Online Teaching Certificate *July 2021*

University of Toledo *Toledo, OH*
ADA Compliance & Online Courses *August 2021*

The Performance Company
Interactive Instructional Design *May 2007*

The Performance Company
Internal Performance Consultant *November 2006*

American Society for Training and Development
eLearning Instructional Design Certificate *May 2004*

American Society for Training and Development

Return on Investment (ROI) Certificate

May 2003

University of Akron

Technical and Skills Training Certificate

Akron, OH

August 2000

SKILLS AND QUALIFICATIONS

- Technical proficiency in multiple software packages: Microsoft Office, Visio, & Project; Camtasia; Unison; Adobe Captivate; Audacity; Adobe Acrobat; SnagIt; WinZip; FTP; Learning Management Systems – BlackBoard, Canvas; SurveyMonkey, Qualtrics; LogiForms; DreamWeaver; Social Media tools; Web conferencing - Zoom, Microsoft Teams, Blackboard Collaborate; Respondus Lockdown Browser
- Familiarity teaching with a variety of distance learning methods
- Superior consulting and presentation skills
- Successful teaching experience on multiple learning levels
- Strong writing and editing capabilities
- Knowledgeable of adult learning theory, learning assessment strategies, and tools
- Excellent organizational, time management, and multi-tasking skills
- Ability to work in a fast-paced work environment
- Impeccable ethics and values

ASSOCIATIONS/ORGANIZATIONS

- Quality Matters Instructional Designers Association - 2021
- Quality Matters – 2021
- Chief Learning Officer Business Intelligence Board - 2010
- DaVinci Schools Technology Advisory Council - 2009
- American Society for Training and Development (ASTD), 1997 - 2011
- eLearning Guild, 2003 – 2011
- International Society for Performance Improvement (ISPI), 2006-2008
- Adult Basic Literacy Education (ABLE) tutor/volunteer – 1998
- American Society for Training and Development (ASTD), Birmingham Chapter – Secretary and Board Member – 1997
- Delta Zeta Sorority – Lifetime member

CONFERENCE PRESENTATIONS

- Society of Insurance Trainers, Savannah, GA. (2008) *How to Connect Brains without a Neurosurgeon: Communities of Practice*, co-presented with Tonya Rauckhorst, Westfield Group.
- LearnShare, Toledo, OH. (2007) *Five Steps to Successfully Accelerating Strategy Execution -- A Westfield Group Case Study*, co-presented with Justin Dumont, Five Star Development, Inc.
- Tennessee Educator's Technology Conference, Nashville, TN. (2001) *Using Student Data Information Systems*.

RESEARCH

Walker, M. (2009) Industry - higher education partnerships: A case study analysis of learning together. Ed.D. dissertation, Pepperdine University, Malibu, California.