

Ryan J. O'Neill

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Education:

University of Illinois Urbana-Champaign - BA English & BA Speech Communication

University of Illinois Urbana-Champaign - MEd Learning Design & Leadership (Expected May '22)

Work Experience:

Instructional Designer

11/2019 to Present

Google (via Synergis)

Chicago, IL

- Collaborate and align with multiple stakeholders including visual designers, analysts, LMS administrators, and SMEs to develop training materials for new hires and sales professionals
- Identify learning objectives to design scalable, product-centric learning solutions that reach thousands of learners
- Design and produce immersive, practice-based e-learning experiences and assessments that are innovative, yet lean in scope and complexity
- Build, edit, and close courses in the Evolve authoring tool
- Interpret evaluation data and suggest improvements based on feedback

Instructional Designer

6/2017 to 11/2019

SAP

Chicago, IL

- Developed training material and assessments for the Customer Support Department
- Created e-learning and virtual learning objects for distribution to a global audience
- Maintained department process documents on shared cloud platform
- Collaborated with SMEs to identify gaps in current training experience

Lead Senior Content Producer

7/2013 to 6/2017

NogginLabs, Inc.

Chicago, IL

- Scripted interactive and engaging e-learning courseware for various brands
- Collaborated with cross-functional teams to generate ideas for content flow, design, and functionality of course material
- Researched clients' source material and weaved it into learning objectives
- Co-led Content Production department of 12 people

Quality Control Manager

10/2007 to 4/2013

Optimum Card Solutions, LLC

Addison, IL

- Wrote and maintained the continually improving company procedural manual
- Trained employees on company processes
- Analyzed production output and lead monthly meetings reviewing goals

Activities:

- Headline contributor for *The Onion*
- *Onion Sports* headline contributor and contributing writer
- Performed with various improv groups in Chicago at iO, Annoyance, etc.
- Staff writer on *Good Evening with Pat Whalen*
- Published on *McSweeney's Internet Tendency*