

Professional Experience

Learning Experience Design Lead

The Nova Collective – Remote, US

Jan 2025 – Dec 2025

- Drove the end-to-end design and development of Nova's core eLearning products by establishing clear work processes, reusable templates, design patterns, and content structures that enabled consistent delivery and scaling across modules and projects.
- Partnered with internal SMEs and client stakeholders, including teams at Netflix and TikTok, to conduct needs analysis, clarify learning goals, and identify opportunities for leadership and enablement learning.
- Designed and developed 50+ structured, interactive, scenario-based eLearning modules for enterprise clients, emphasizing usability, accuracy, accessibility, and learner engagement.
- Customized Storyline and Rise outputs using Mighty, along with HTML, CSS, and light JavaScript, to tailor interactions and adapt learning blocks to specific learner and platform needs.
- Iterated rapidly by reconciling and implementing feedback from multiple stakeholders, helping align perspectives and maintain forward momentum while preserving content quality, accuracy, and coherence.

Learning Experience Designer

Activated Insights (Formerly Home Care Pulse) – Remote, US

Jan 2024 – Aug 2025

- Created 28,000+ words of storyboards, translating complex technical content into interactive, accessible, and impactful eLearning courses, with selected work showcased to prospective clients.
- Produced 100+ animations, visual assets, and gamified learning experiences to support comprehension, engagement, and simulation of real-world care tasks.
- Partnered closely with SMEs and stakeholders to clarify requirements, align on learning objectives, and translate evolving inputs into coherent, accurate learning experiences.

Learning Experience Designer

KILO eLearning Studio – Remote, Canada

Feb 2023 – May 2025

- Conducted comprehensive needs and content analyses with clients and SMEs to define project scopes, identify core training goals, and plan effective eLearning solutions reaching over 600,000 learners.

- Designed and developed 400+ pages of storyboard and end-to-end learning experiences with 100+ videos and animations, enhancing learner engagement and supporting positive client outcomes.
- Managed large-scale eLearning projects within tight schedules and budgets, streamlining design processes and contributing to a 30%+ reduction in course development time without compromising quality.

eLearning Developer

Premier Food Safety – Remote, US

May 2022 – Aug 2024

- Customized and enhanced 300+ Storyline slides and multimedia assets for food safety training programs used by a global audience of 2 million.
- Adapted existing learning content across English and Mandarin, ensuring accuracy, conciseness, and cultural appropriateness.
- Coordinated multimedia development workflows, including voice talent sourcing, content localization, and QA processes.

Instructional Designer

Self-Employed – Remote, Canada

Dec 2020 – Feb 2022

- Designed and delivered custom online learning programs for adult learners across professional and technical domains.
- Conducted needs analysis, developed modular learning pathways, and iterated content based on learner feedback.

Skills

Instructional Design

- Scenario-based learning, storyboarding, technical enablement, software and process training, needs analysis, gamified learning, learner-centred experience design

Tools & Technicals

- Articulate Storyline, Rise, Mighty, Vyond, Camtasia, Adobe Illustrator, Photoshop, Audition, Figma, Canva, SCORM Cloud, HTML/CSS customization, light JavaScript

AI-Enhanced Development

- AI-assisted voice, image, and video generation, content refinement, output customization, workflow automation

Education

Master's Degree – Professional Education

Western University – 2020

Bachelor's Degree – English (Translation & Interpretation)

Dalian University of Foreign Languages – 2014