

# Beatrice Anderson

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## Skills

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- **UX Design:** Prototyping, User Research, Usability Testing, Accessibility (WCAG), Storytelling.
- **Design Tools:** Figma, Adobe Creative Suite, Miro, Notion, Camtasia, HTML/CSS.
- **Instructional Design:** ADDIE, Curriculum Development, Storyboarding, Adult Learning Theory, Needs Assessment, Evaluative Reporting.
- **Technical & Instructional Tools:** LMS Management, iSpring Suite, Microsoft365, Zoom.

## Professional Experience

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**Syntech Systems, Tallahassee, FL**

### Technical Trainer

*January 2025 - Present*

- Design and develop eLearning modules and interactive assets, translating complex technical specifications into learner-friendly guides that increased first-pass exam rates by 20%.
- Lead the full instructional design lifecycle within TalentLMS, managing course uploads and updates while maintaining 100% data integrity and evaluating training effectiveness.
- Partner with SMEs and engineers to assess learning needs and synthesize evolving product updates into actionable user documentation and role-based training.
- Manage 5+ simultaneous instructional design workstreams, adjusting project plans in a fast-paced environment to ensure all training materials align with product release cycles.

### Customer Satisfaction Technician

*August 2023 - December 2024*

- Diagnosed and resolved complex software and network issues for a global client base of 8,000+ customers, closing an average of 10 tickets daily.
- Synthesized high volumes of customer feedback to identify usability gaps, directly informing product updates and support strategies, increasing ticket closures by 30%
- Authored and maintained a centralized library of 50+ troubleshooting procedures and SOPs to streamline internal support workflows.

**CCI Helpdesk, Tallahassee, FL**

### Helpdesk Technician

*April 2023 - August 2023*

- Provided hardware and network support for 100+ users, ensuring secure data access and system uptime in a fast-paced environment.

## Education

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- **B.S. in Information Technology**, Florida State University (GPA: 3.88)
- **Professional Certificate**, Google UX Design