

Laquita Harris

INSTRUCTIONAL DESIGNER | ELEARNING DEVELOPER

CONTACT

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PROFESSIONAL SKILLS

- Articulate Storyline
- Articulate Rise
- Camtasia
- Adobe Photoshop
- Adobe Premiere Pro
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Microsoft Teams
- Canva
- HTML
- CSS

PROFILE

I am a detail-oriented Instructional Designer/eLearning Developer who specializes in creating interactive learning experiences. I understand the importance of incorporating andragogy into course design. I develop highly engaging training tailored to meet business goals in collaboration with business stakeholders

EXPERIENCE

Instructional Designer | eLearning Developer

Freelance | January 2020 - Present

- Design and develop engaging and effective instructional material and training lessons that combine multimedia technology and eLearning training development software (Articulate Storyline and Rise)
- Create custom corporate writing content (training guide template and storyboard templates) for Instructor-Led Training and eLearning courses
- Collaborate with other Instructional Designers/eLearning Developers efficiently and successfully
- Incorporate edits and feedback from team members and clients
- Develop objectives and ensure content matches those objectives
- Utilize ADDIE and SAM models to design learning experiences

Senior Claims Professional

Blue Cross Blue Shield of NC | September 2013 - April 2021

- Design and facilitate Instructor-Led Training (ILT) and Virtual Instructor-Led Training (VILT)
- Create and assess course assessment aligned with the company's policies procedures
- Research, process and adjust moderate to complex claims according to business regulation and processing guidelines
- Accomplish work assignments in a high-pressure environment within a 30-day turnaround time frame

Customer Service Professional

Blue Cross Blue Shield of NC | September 2012 - September 2013

- Work collaboratively with various departments to optimize customer, employer group and provider group relations
- Identify, anticipate and understand customers' needs and concerns in a timely and caring manner
- Serve as a service expert by successfully maintaining effective relationships with customers, providers and group administrators by handling complex healthcare insurance needs

Teacher Assistant

Wake County Public School System | November 2011 - August 2012

- Assist in the implementation of the daily instructional program
- Develop engaging activities to support student's academic growth in small groups or on an individual basis
- Supervise students during essential non-academic times to ensure student safety

EDUCATION

Bachelor of Arts

University of North Carolina at Greensboro | December 2010

VOLUNTEER EXPERIENCE

Developer

DESIGNxHUMANITY | June 2020 - Present

- Plan and design learning content appropriate for grades K-12
- Collaborate closely with team to develop instructional content
- Develop learning modules that align with the vision of the organization and team

Head of Funding

DESIGNxHUMANITY | August 2020 - February 2021

- Plan and organize fundraising events
 - Collaborate closely with Marketing team to ensure success of fundraising events
 - Lead effective team meetings and collaborate with team members on the development of all fundraising documentation
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