Rachel Nguyen

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SUMMARY

Former middle school science teacher moving into instructional design. Eight years of planning lessons for mixed-ability classes, plus two years building online courses for adult learners as a contractor. Looking for a full-time learning design role on a training team.

SKILLS

- Instructional design: needs analysis, learning objectives, storyboarding, ADDIE, assessment design
- eLearning tools: Articulate Storyline and Rise, Canvas, Camtasia, Google Workspace
- Facilitation: live workshops for groups of 10 to 120, virtual sessions on Zoom
- Results: course completion up 30% and onboarding time down two weeks (see Experience)

EXPERIENCE

Mossgate Credit Union (contract) Portland, OR

Instructional Designer Jan 2024 – Present

- Rebuilt the teller onboarding course in Rise, cutting time to independent work from six weeks to four
- Wrote scenario-based compliance modules that raised first-try quiz pass rates from 64% to 88%
- Interview branch managers each quarter to decide which courses to update next

Salmonberry Middle School Portland, OR

Science Teacher Aug 2016 – Jun 2024

- Planned and taught 7th and 8th grade science for about 140 students a year
- Moved the department's labs to Canvas, raising on-time lab report completion by 30%
- Coached five new teachers on lesson planning and classroom routines

PROJECTS

Volunteer onboarding course | *Articulate Rise, Rosehip Food Share* Sep 2023

- Built a 20-minute self-paced course for warehouse volunteers that replaced a weekly in-person orientation

EDUCATION