

Hope Hemenway | Senior E-Learning Developer

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Profile

Senior E-Learning Developer and Learning Technology Strategist specializing in instructional design, LMS administration, and AI-enabled learning initiatives. Experienced in leading end-to-end digital learning development, optimizing learning platforms, and driving technology adoption across organizations. Skilled in translating complex information into accessible, engaging learning experiences while mentoring development teams, improving workflows, and implementing scalable learning strategies. Proficient in Articulate 360, Adobe Creative Suite, multimedia development tools, LMS platforms, and emerging AI technologies.

Career Highlights: Promoted to Senior E-Learning Developer/Team Lead for technical leadership and innovation; led AI adoption initiatives driving an 1,100% increase in user engagement; managed migration of 50+ e-learning courses; developed a scalable onboarding framework for 3 new developers.

Experience

Senior E-Learning Developer, Team Lead | Texas Workforce Commission | 2025 - Present

Promoted based on technical expertise, leadership contributions, and expanded organizational impact. Lead agency-wide enterprise learning initiatives, LMS operations, team mentorship, and process improvement efforts while continuing hands-on course design and development.

- ❖ Serve as **LMS Administrator** supporting **26,000+ learners** and approximately **1,500 weekly course completions**, overseeing platform operations, course management, reporting, stakeholder support, and system enhancements.
- ❖ Represent Training & Development on **strategic technology initiatives**, including the agency-wide **Gemini Enterprise AI launch** in partnership with **Google**.
 - Led **AI adoption initiatives** through microlearning resources, rollout communications, and agency-wide training sessions, supporting **2,320 employee attendees**, **1,513 active users**, and generating **1,435 views**, **94+ hours watched**, and an **1,100% increase in engagement**.
- ❖ Lead **quarterly and annual reviews** of **50+ e-learning courses**, partnering with subject matter experts (SMEs) to ensure content accuracy, regulatory compliance, and continuous improvement.
- ❖ Manage large-scale LMS initiatives, including migration of **50+ online courses** through user acceptance testing (UAT), accessibility reviews, quality assurance, and instructional design enhancements.
- ❖ Provide **technical leadership** and **mentorship** to e-learning developers, establishing best practices for authoring tools, instructional design standards, accessibility requirements, and development workflows.
 - Developed and implemented onboarding framework for **3 new developers**, establishing timelines, learning resources, and workflow expectations to improve ramp-up.
- ❖ Build and maintain internal knowledge resources, including a comprehensive **SharePoint resource library** containing **process documentation**, **templates**, and **instructional resources**, to improve knowledge transfer and long-term operational consistency.
- ❖ Design, develop, and publish an average of **2-3 interactive e-learning courses per quarter** using **Articulate 360**, **Adobe Creative Suite**, and other **multimedia development tools**.

E-Learning Developer | Texas Workforce Commission | 2022 - 2025

Designed, developed, and implemented digital learning solutions supporting organizational training initiatives. Collaborated with SMEs and stakeholders to create accessible, engaging learning experiences aligned with business needs and learner outcomes.

- ❖ Designed, developed, and published **4 interactive e-learning courses annually** using **Articulate 360** and other **LMS tools** to boost learner engagement.
- ❖ Conducted **needs analysis** for new training projects, collaborating with **SMEs** and **stakeholders** to assess skill gaps, define objectives, and determine scope while leveraging **Agile methodologies**.
- ❖ Created **custom graphics, multimedia assets, and interactive learning components** using **Adobe Creative Suite, Canva, and other design tools** to enhance learner engagement.
- ❖ Implemented accessibility best practices, including screen reader compatibility, ensuring **100% compliance** with **Section 508** and **WCAG standards**.

English Educator | Austin Independent School District | 2020 - 2022

- ❖ Designed and delivered **engaging in-person, hybrid, and online curricula** for **150+ students annually** using **Canvas, Google Classroom, and digital learning tools**.
- ❖ Led **faculty training sessions** on **learning technologies and digital instructional strategies**, improving technology adoption and instructional effectiveness among colleagues.
- ❖ Recognized as a **Master Teacher** for outstanding classroom performance and instructional leadership.

Education

Bachelor of Arts in Secondary English Education

St. Edward's University | Austin, TX | Magna Cum Laude

Awards & Recognition

Business Operations Division Q3 MVP Award | Texas Workforce Commission | 2026

Recognized for **exceptional operational leadership, innovation, and organizational impact**, including improving audit readiness, advancing accessibility initiatives, integrating AI-enabled solutions, and developing resources that strengthened team efficiency and scalability.

Skills & Abilities

- **Learning Technologies:** Articulate 360 (Storyline, Rise) | LMS Administration | Adobe Creative Suite | Canva | Camtasia | Google Vids | Microsoft 365 | Google Workspace | AI-Enabled Learning Solutions (Gemini Enterprise)
- **Instructional Design & Leadership:** Instructional Design | E-Learning Development | ADDIE & Agile Methodologies | Needs Analysis | SME Collaboration | Accessibility (Section 508 & WCAG) | Gamification & Scenario-Based Learning | LMS Migration & Implementation | Training Consultation | Developer Mentorship | Process Improvement | Technical Documentation

Portfolio

Explore my portfolio to see how I blend instructional design with gamification to enhance learner engagement: www.hopehemewaye-learningdeveloper.com