

# Nicole Heroux

## Instructional Designer

San Antonio, TX

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Highly collaborative instructional designer with a commitment to crafting enriching and transformative learning experiences. Conducts needs analysis, ensuring a comprehensive understanding of learner requirements and seamless alignment with learning objectives. Translates complex source content into meticulously structured design documents, storyboards, and learning modules that resonate with diverse audiences. Possesses strong leadership skills, fostering a cohesive team environment and leveraging exceptional communication skills to engage stakeholders effectively. Efficiently drives projects forward, while maintaining an unwavering focus on achieving optimal learning outcomes.

### TECHNICAL SKILLS

Articulate Storyline 360  
Microsoft Teams  
Camtasia

Articulate Rise 360  
Learning Management Systems (LMS)  
Vyond

Microsoft Office  
Asana  
WellSaid Labs

### PROFESSIONAL SKILLS

ADDIE/SAM  
Project Management  
Continuous Improvement

Training Development  
Needs Assessment  
Needs Analysis

Curriculum Development  
Adult Learning Theory  
Coaching

### PROFESSIONAL EXPERIENCE

#### **CATHEXIS**, Tysons, VA — *Senior Instructional Systems Designer*

SEPTEMBER 2023 - PRESENT

- Apply established principles of adult learning within the ADDIE instructional design framework to guide the development of all curricular products
- Monitor and integrate curricular feedback, SME input, and policy changes to identify potential impacts on deliverables, ensuring comprehensive tracking and cross-referencing
- Design Section 508-compliant web-based training materials, encompassing slides, practical exercises, assessments, scripts, and narration for training packages
- Develop instructor-led training (ILT) and virtual instructor-led training (vILT) materials with structured lesson plans, interactive activities, engaging exercises, effective visual aids, and clear instructional scripts
- Ensure uniformity and coherence across various curricular products by aligning style, learning objectives, knowledge checks, and activities to create a unified set of products
- Facilitate smooth handoffs of materials to internal and external stakeholders (e.g., 508 compliance, graphic design, tech editing) to ensure timely and accurate delivery
- Utilize Asana to monitor product progress, manage tasks, and communicate with stakeholders, demonstrating situational awareness in project management

- Proactively communicate project progress and identify potential risks to deliverable timelines, strategizing contingency plans in collaboration with supervisors to maintain project momentum and ensure timely completion of deliverables
- Provide peer coaching to support team members in enhancing their skills and achieving project goals
- Present project deliverables to clients weekly and upon completion, ensuring clarity and alignment with their expectations

### **Northside ISD, San Antonio, TX — *Team Leader, Educator***

AUGUST 2012 - JUNE 2017, AUGUST 2021 – AUGUST 2023

- Led collaborative cross-functional teams, involving Subject Matter Experts (SMEs) and stakeholders, to perform rigorous needs analysis and pinpoint precise learning objectives
- Conceptualized and create innovative blended learning modules, seamlessly weaving together Instructor-Led Training (ILT) and e-learning components for a holistic learning experience
- Developed tailored job aids that streamline operations, boosting employee efficiency and driving heightened productivity
- Strategically devised and implemented reporting policies in close alignment with the senior leadership team to facilitate insightful decision-making
- Evaluated course efficacy through data-driven analysis, optimizing modules with adult learning principles, resulting in impressive growth for 98% of learners
- Crafted targeted needs assessments, aligning performance priorities with organizational goals, to drive impactful interventions
- Designed dynamic orientation presentations to effectively convey strategic goals, objectives, and upcoming events, fostering a shared sense of direction

### **VIPKid, San Antonio, TX — *Virtual Instructor***

NOVEMBER 2018 - SEPTEMBER 2021

- Facilitated Virtual Instructor-Led Training (vILT) sessions, yielding a 92% mastery rate among learners
- Provided personalized one-on-one coaching, tailoring content to meet the unique needs of clients and ensuring a customized learning experience
- Innovatively designed and implemented a range of captivating, interactive activities that effectively promoted learner engagement and participation
- Skillfully adapted instructional content to accommodate diverse learner populations, ensuring inclusivity and optimized comprehension
- Maintained consistent and transparent communication channels with stakeholders, delivering updates on learner progress and fostering a collaborative learning environment

## **PROFESSIONAL DEVELOPMENT**

Microsoft 365 Essentials

Create Interactive Video Quizzes with Storyline 360

Creating Accessible E-Learning in Articulate 360

Overview of Screencasts and Software Simulations in Storyline 360

Gamification in Storyline 360

Taking the Mystery out of Generative AI

## **EDUCATION**

**Applied Instructional Design Academy** — *Certifications in Instructional Design, eLearning Development, Articulate Rise, Articulate Storyline*

**Lamar University, Beaumont, TX** — *Certification in Educational Leadership*

**Trinity University, San Antonio, TX** — *Master of Arts in Teaching*

**Trinity University, San Antonio, TX** — *Bachelor of Arts in Humanities, French*