

Susan Jones

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## PROFESSIONAL SUMMARY

Creative and results-driven eLearning Designer with 25+ years of experience in instructional design, multimedia development, and graphic design. Proven track record of delivering award-winning training solutions for leading organizations including Bell, PagerDuty, and government agencies. Expert in Articulate Storyline, Rise, Adobe Creative Suite, and LMS platforms. Adept at transforming complex content into engaging, accessible, and interactive learning experiences.

## PROFESSIONAL EXPERIENCE

Specialist, Training Design - Bell (June 2021 - Present)

- Updated and created eLearning modules in Storyline and Rise for Bell brands.
- Designed custom graphics, animations, and job aids using Adobe Animate.
- Produced podcasts and video content for LMS (Axonify).
- Collaborated with stakeholders to deliver tailored training solutions.

eLearning Developer - PSHSA (Nov 2023 - Jan 2025)

- Redesigned Mine Rescue Program content for online delivery.
- Developed pilots for Black & MacDonald and IHSA.
- Contributed to design standards and process improvements.

E-learning Designer - PagerDuty Inc. (Dec 2018 - June 2021)

- Created platform training modules with custom graphics and simulations.
- Designed LMS assets and managed external developers.
- Supported marketing and branding initiatives with visual content.

Courseware Developer & Graphic Designer - Freelance (2015 - 2018)

- Developed training for BMW, MINI, Subaru, Honda, and others.
- Created animations and interactive content for medical and government clients.

Courseware Developer - GEVC Inc. (2008 - 2015)

- Produced SCORM-compliant modules for public and private sector clients.
- Designed accessible courses, job aids, and scenario-based training.
- Conducted QA and LMS deployment support.

(Additional roles from 2003-2007 in animation and graphic design available upon request.)

## EDUCATION

- Post Graduate Degree in Interactive Multimedia - Holland College/Sheridan College (2001-2002)
- Visual Communications Diploma in Graphic Design and Illustration - Holland College (1995-1997)

## REFERENCES

Available upon request.