

Angela Lee

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Professional Summary

Senior Instructional Designer with 10+ years of experience designing, developing, and implementing web-based, instructor-led, and virtual learning solutions using ADDIE methodology, adult learning principles, and performance improvement strategies. Expertise in training needs analysis, eLearning development, process improvement, curriculum development, change management, project management, and stakeholder collaboration. Proven ability to lead cross-functional initiatives that improve learner performance and business outcomes.

Education

Texas A&M University-Commerce | Commerce, TX

Master of Science, Global eLearning

Bachelor of Science, Business Administration | Minor: Interdisciplinary Studies

Areas of Expertise

ADDIE Methodology • Training Needs Analysis • Web-Based Training • eLearning Development • Instructor-Led Training • Virtual Instructor-Led Training • Curriculum Design • Instructional Design • Adult Learning Theory • Cross-Functional Collaboration • Process Mapping • SOP Development • Change Management • Project Management • Process Improvement

Professional Experience

Interplay Learning

Senior Instructional Designer | Instructional Designer

July 2023–Present | October 2020–July 2023

- Lead the design, development, implementation, and evaluation of web-based, instructor-led, and virtual learning solutions using ADDIE methodology and adult learning principles.
- Conduct training needs analyses with business leaders, subject matter experts, and cross-functional stakeholders to identify performance gaps and develop targeted learning solutions.
- Design engaging eLearning courses, instructor-led training, facilitator guides, assessments, job aids, and digital learning resources that improve learner performance and business outcomes.
- Lead workshops, stakeholder meetings, and collaborative working sessions to gather business requirements, document instructional strategies, and support organizational initiatives.
- Develop process maps, workflow documentation, SOPs, and instructional materials that improve operational consistency and knowledge transfer.

- Manage multiple instructional design and process improvement projects simultaneously while ensuring quality, consistency, and timely delivery.
- Mentor and coach a team of fifteen instructional designers on instructional design methodology, project management, quality standards, and learning technologies. Evaluate learning effectiveness using learner assessments, performance metrics, and stakeholder feedback to drive continuous improvement and support organizational goals.

Daltile Incorporated

Customer Support Training Specialist

December 2014–October 2020

- Designed and delivered instructor-led, virtual, and web-based training programs supporting employee onboarding, technical training, and professional development.
- Conducted training needs analyses to identify skill gaps and develop targeted learning and performance improvement solutions.
- Developed eLearning modules, facilitator guides, participant materials, SOPs, quick reference guides, and performance support resources.
- Led workshops and training sessions supporting SAP and Salesforce implementations while driving organizational change and user adoption.
- Partnered with SMEs and business leaders to improve business processes, standardize workflows, and implement effective learning solutions.
- Measured learning effectiveness using learner assessments, performance metrics, and business KPIs to support continuous improvement.

Teaching & Facilitation Experience

Freelance Instructor & Learning Facilitator | 2020-Present

Contracted assignments through eLearning Brothers • CSI Companies

- Facilitate instructor-led workshops and virtual learning sessions for adult learners across technical, business, and professional development topics.
- Create learner-centered workshop experiences that encourage participation, collaboration, and practical application of new knowledge.
- Customize instructional approaches to meet the needs of diverse learners with varying backgrounds, skill levels, and learning preferences.
- Design workshop materials, participant guides, presentation decks, and interactive learning activities that support instructional objectives.
- Foster an inclusive learning environment by responding to learner questions, providing timely feedback, and encouraging meaningful engagement.
- Designed and implemented performance improvement solutions using ADDIE methodology and adult learning principles to address organizational performance gaps.

Technical Skills

Microsoft Word, Excel, and PowerPoint • Blackboard, Canvas, Learning Management Systems (LMS) • Articulate Storyline 360, Rise 360 • Camtasia • Jira • Adobe Suite • Microsoft Teams, Zoom