

ANDREW DAVILA

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EXECUTIVE SUMMARY

12+ years of experience, specializing in creating captivating web content and courseware for various industries such as IT, Healthcare, Customer Service, and HR. My approach involves combining Adult Learning Theory with UDL, Backward design, and Design Thinking to deliver effective results.

Relevant Skills

Adult Learning Theory

- Assessed teaching methods, devised successful learning approaches, and interacted with learners and interested parties.
- Developed effective course modules using the latest research in learning theories and practices.
- Adapted asynchronous and synchronous modalities, such as discussion boards, dashboards, and video conferencing.
- Demonstrated critical thinking, problem-solving, organizational, and time management abilities.

eLearning Course Design

- Developed over 40 eLearning courses and assessments utilizing tools such as Articulate 360, Captivate, Camtasia, and Canvas.
- Accomplished in various authoring tools, with proficiency to troubleshoot technical and creative issues.

Graphic Design

- Create and customize engaging technical and multimedia content, such as videos, quizzes, and interactive simulations.
- Interact with stakeholders to identify and provide visual and graphic content utilizing Adobe Photoshop, InDesign, Snagit, and Adobe XD.

Learning Management Systems and Content Management Systems (LMS and LCMS)

- Developed content and training modules for various CMS platforms such as Drupal, Joomla, WordPress, and Salesforce Service Cloud.
- Accomplished with a variety of learning management systems including SumTotal, Canvas, and Moodle.
- Assisted with day-to-day operations of the SumTotal Learning Management System for over 500 end-users.

Technical Communication

- Proficient in utilizing Microsoft Office, Google Docs, and Adobe FrameMaker to create documents.
- Applied technical writing, editing, and proofreading skills, successfully produced over 50 documents across various fields such as IT, Healthcare, Customer Service, and Human Resources.

Web Development

- Creating and editing websites using various applications such as Frontpage, Dreamweaver, Notepad++, Adobe RoboHelp, and Madcap Flare.
- Proficient in HTML, CSS, JavaScript, and XML scripting languages.

COMPETENCIES

- Active Listening

- Adobe Creative Suite (XD, Photoshop, Dreamweaver, InDesign, Express)
- Adobe Captivate and TechSmith Camtasia
- Adobe RoboHelp and Madcap Flare
- Adult Education and Adult Learning Principles
- Articulate 360 | Articulate Storyline | Articulate Rise
- Communications and Media
- Critical Thinking
- Design Thinking Process
- E-Learning Course Design
- Graphic Design
- HTML | CSS | Java | XML
- Instructional Design
- Learning Management Systems (LMS)
- Rapid prototyping and storyboarding
- SharePoint
- Usability test plans
- WordPress | Drupal | Joomla | Wiki

PROFESSIONAL EXPERIENCE

- **Freelancer** | Utah and Arizona August 2018 - May 2023
- **Web Content Editor** | A-Z Technical Writing | Arizona April 2018 - July 2018
- **Technical Writer** | Dept of Economic Security | Arizona July 2017 - September 2017
- **Technical Writer** | Pearson Education | Arizona January 2016 - October 2016
- **Instructional Designer** | Ajilon Staffing | Arizona January 2015 - October 2015
- **eLearning Developer** | Microchip Technology | Arizona October 2011 - May 2013
- **eLearning Consultant** | Strategic Safety Solutions | Arizona June 2010 - April 2014
- **eLearning Developer** | Technitix LLC | Arizona June 2008 - April 2010

EDUCATION

- Master of Science in Learning Experience Design and Educational Technology** May 2023
Western Governors University
- Master of Science in Technology (Graphic Information Technology)** December 2012
Arizona State University
- Bachelor of Science in Multimedia Writing and Technical Communication** December 2009
Arizona State University

AWARDS

- WGU Excellence Award in Designing E-Learning Experiences for Adults course.
- WGU Excellence Award in Quality and Impact of Adult E-Learning Solutions course

VOLUNTEER WORK

- Phoenix Linux User Group** 2013-2014
- Helped to install software on Ubuntu, Mint, and Debian systems. Installed network, printer, and graphics driver modules and packages.
- Troubleshoot and fix problems with the GRUB bootloader.
- Installed OpenWRT on older TP-Link routers, enabling a PirateBox and private mediawiki server to be set up.