

**Ryan Brown**  
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**OBJECTIVE:** To obtain a position that utilizes my strong educational background, experience, interpersonal skills, innovation, and dedication.

## **EMPLOYMENT**

### **Instructional Designer II** – *AgFirst Farm Credit Bank, Columbia, SC (May 2019 – Present)*

Responsible for designing, developing, testing, and administering SCORM-compliant e-learning training materials for the Training and Organizational Development Department to be published on the corporate Cornerstone LMS. Duties include the following:

- Provided broad departmental objectives, work independently and collaboratively to design SCORM-compliant e-learning training opportunities. E-Learning curriculum includes: courses, software simulations, tests, videos, interactive forms, games, and reference guides.
- Publish and administer e-learning courses to the corporate Cornerstone LMS to be implemented in subsequent training opportunities including all related maintenance and reporting.

### **e-Learning Designer** – *Blue Cross Blue Shield, Columbia, SC (August 2015 – May 2019)*

Responsible for designing, developing, and testing of SCORM-compliant e-learning training materials for the Private Business Training Department to be published on the corporate SumTotal LMS. Duties include the following:

- Provided broad departmental objectives, work independently and collaboratively to design SCORM-compliant e-learning training opportunities. E-Learning curriculum includes: courses, software simulations, tests, videos, interactive forms, games, and reference guides.
- Publish e-learning courses to the corporate SumTotal LMS to be implemented in subsequent training opportunities.

### **Training Specialist** – *Blue Cross Blue Shield, Columbia, SC (January 2012 – August 2015)*

Responsible for developing and implementing both instructor-led and e-learning curriculum for the entire Division, including: new-hires, existing employees, full time employees, and temporary staff members. Duties include the following:

- Provided broad departmental objectives, work independently and collaboratively to identify need, design and implement in-person instruction and assessments while using various methods of delivery, including instructor-led and e-learning centered techniques.
- Writing training guides and job aides to ensure Division contract compliance
- Designing SCORM compliant e-learning training modules that are published on the corporate SumTotal LMS and implemented in subsequent training opportunities.

### **Customer Service Rep** – *Blue Cross Blue Shield, Columbia, SC (January 2011 – January 2012)*

Responsible for taking calls from providers and assisting with a variety of issues in a very dynamic environment. Duties include the following:

- Using problem-solving skills to help resolve provider claim and eligibility issues.
- Navigating a complex computer system to solve claim issues and answer questions.
- Staying up to date on relevant information that frequently changes.

## **EDUCATION/CERTIFICATIONS**

B.S. in Secondary Education, Biological Sciences, Clemson University.

- GPA of 3.76/4.00
- Magna Cum Laude
- Member of the Student Health Advisory Committee

Cornerstone LMS Certified Core Specialist

Cornerstone LMS Certified Learning Specialist

Teaching English to Speakers of Other Languages Certificate, International Open Academy.

*Earned additional college credit hours and completed coursework requirement for admission to Pharmacy school. Also sat for PCAT exam and scored in the 89<sup>th</sup> percentile.*

## **TECHNICAL SKILLS**

Development and implementation of instruction using the following technological tools:

- Articulate Storyline 360
- Articulate Rise 360
- Articulate Replay
- Camtasia
- Adobe Photoshop
- Adobe Dreamweaver
- Microsoft PowerPoint
- Microsoft Word
- Microsoft Excel
- Microsoft Sharepoint
- Adobe Professional
- Snagit
- Knowledge of Javascript and HTML as it relates to incorporation in to Articulate Storyline.

## **ACCOLADES/PROFESSIONAL DEVELOPMENT**

- Regularly attend Association of Talent Development (ATD) Midlands Chapter meetings and Special Interest Group (SIG) meetings, including presentation of one of my projects utilizing gamification at the SIG group.
- Regularly attend an e-Learning Tips and Tricks cohort group at BlueCross BlueShield.
- Conducted a webinar on utilizing gamification in e-Learning for my peers at BlueCross BlueShield.
- Perfect Attendance from 2012 to current.
- Served as a member on the 2014 Medicaid Division United Way committee that placed in the top 5 of the company in fund raising and set the Division record for funds raised.
- Served as a member of the Medicaid Division Picnic committee plan and coordinate all activities related to the event.
- Served as a member of the Medicaid Division Holiday committee plan and coordinate all activities related to the event.

## **REFERENCES**

- References are available upon request.