

Jeffrey High

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Portfolio: Interactive eLearning, ILT Materials, Videos & Job Aids • jeffreyhigh.com

PROFESSIONAL SUMMARY

Senior Instructional Designer with 20+ years of experience translating complex technical systems into clear, engaging learning experiences for enterprise organizations. Specializes in working at the intersection of learning design and technical systems — collaborating with technical SMEs, building training around proprietary software platforms, and designing blended learning solutions that drive measurable learner outcomes including a 56% average skill improvement and 87% post-assessment pass rate.

- **Technical Systems Training:** Proven ability to partner with technical SMEs and compliance experts to develop training for complex, regulated systems — including NERC CIP cybersecurity and physical security programs at Duke Energy.
- **Software Implementation Training:** Designed training for proprietary software platforms including a CashPro Online Banking Portal rollout at Bank of America and web application simulations at Wells Fargo, helping end users build confidence and proficiency.
- **Blended Learning & Assessment Design:** Develops comprehensive blended learning solutions incorporating eLearning, ILT, branching scenarios, knowledge-based assessments, and practical simulations aligned with adult learning principles.
- **Stakeholder & SME Collaboration:** Experienced at partnering with implementation teams, compliance SMEs, and technical stakeholders to storyboard, develop, and refine training that bridges technical complexity and learner usability.

TECHNICAL SKILLS

- **eLearning Development:** Articulate 360 (Storyline, Rise), Adobe Captivate, TechSmith Camtasia
- **AI & Productivity:** Microsoft Copilot, Microsoft Office Suite, Google Workspace
- **Platforms & Systems:** Microsoft SharePoint, Salesforce, Moodle
- **Standards & Methodologies:** SCORM, ADDIE, Agile/Scrum, Adult Learning Principles, Blended Learning Design

PROFESSIONAL EXPERIENCE

Technical Training Specialist (Contract)

May 2021 – Present

Duke Energy • Charlotte, NC

- Developed 4 NERC CIP compliance courses covering cyber and physical security in collaboration with compliance SMEs; achieved a 99% completion rate among 1,000+ learners
- Partnered with technical SMEs through virtual collaboration and storyboarding sessions to translate complex regulatory content into clear, accessible training
- Design and develop 40+ eLearning courses using Articulate Storyline and Rise, including branching scenarios tailored by learner role and region to reflect real-world workflows
- Apply ADDIE methodology and agile principles to manage iterative development cycles, incorporating stakeholder feedback throughout to ensure technical accuracy and learner usability
- Develop ILT materials including facilitator guides and presentations; co-presented a lunch and learn session on best practices for virtual training delivery
- Leverage Microsoft Copilot to accelerate content development and refinement, improving efficiency while maintaining instructional quality
- Integrate video-based learning using TechSmith Camtasia to enhance engagement and reinforce technical concepts

Training & Communications Consultant (Contract)

Aug 2020 – Feb 2021

Wells Fargo • Charlotte, NC

- Developed bi-monthly newsletters and established standardized communication plans across four teams within the Data Management Policy & Operations (DMPO) department

- Conducted a training and communications gap analysis; updated onboarding materials and team procedures to improve clarity for new employees
- Facilitated a virtual onboarding session for an incoming team member, ensuring smooth knowledge transfer and role continuity

Instructional Designer (Contract)

Feb 2020 – Jun 2020

Securitas • Charlotte, NC

- Developed 16 eLearning courses in Articulate Storyline 360 covering security topics for a diverse audience including security guards, HR personnel, management, and leadership
- Incorporated interactive elements and scenario-based learning techniques to improve engagement and knowledge retention across all learner levels

Senior Instructional Designer

Mar 2015 – Feb 2020

CustomGuide • St. Louis Park, MN (Remote, Charlotte, NC)

- Developed eLearning content for IT and soft skills training within a blended LMS environment incorporating pre-assessments, eLearning lessons, and post-assessments — achieving an 87% post-assessment pass rate among learners who initially failed
- Co-managed a 6-person international instructional design team; established production goals, reviewed deliverables, provided performance feedback, and contributed to personnel decisions
- Produced 300+ interactive assessment lessons in 7 months, increasing team output from ~40 to ~100 lessons per week
- Authored 100+ pages of documentation to standardize eLearning development processes and improve team efficiency

Instructional Designer (Contract)

Feb 2014 – Mar 2015

Wells Fargo • Charlotte, NC

- Developed interactive eLearning in Adobe Captivate including practical simulations of proprietary web applications, enabling learners to build hands-on proficiency in a safe environment
- Designed engaging training experiences incorporating visuals, diagrams, and interactive elements to improve learner engagement with complex technical content
- Created SCORM-compliant knowledge-based assessments to measure learner understanding and performance
- Built non-linear learning sites using Enterprise Learning 2.0; applied stakeholder feedback to continuously refine learning strategies

Instructional Designer (Contract)

May 2013 – Dec 2013

Bank of America • Charlotte, NC

- Developed 8 eLearning courses in Adobe Captivate to support the rollout of the proprietary CashPro Online Banking Portal, training end users on system navigation and workflows
- Documented technical processes and created supporting training materials to reinforce portal adoption and reduce user support burden post-implementation

Instructional Designer / Project Manager

2001 – 2012

CustomGuide • St. Louis Park, MN

- Designed and developed 1,000+ interactive eLearning lessons for Microsoft software training, helping enterprise users build proficiency on complex software platforms
- Independently learned TechSmith Camtasia and trained a team of instructional designers on its use, overseeing production of a 1,500+ lesson video library
- Improved development efficiency ~50% by leading team transition from Flash to Adobe Captivate
- Helped interview and onboard instructional designers; contributed to design and evolution of the company's eLearning platform
- Managed project deadlines with an ~85% on-time delivery rate; collaborated with team to establish eLearning development standards

Adjunct Professor

2010 – 2012

University of North Carolina at Charlotte • Charlotte, NC

- Taught English Composition courses applying adult learning principles to curriculum design, assessment development, and facilitation
- Used Moodle LMS to facilitate coursework and manage online student engagement

EDUCATION & CERTIFICATIONS

2022	Certified Scrum Master	Scrum Alliance
2010	M.A. in English Literature	University of North Carolina, Charlotte
2004	B.S. in English	Minnesota State University, Mankato