

JACEY LETT

Instructional Designer and Developer

972.989.9755 jacey@lettix.com

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QUALIFICATIONS

20+ years' experience, ADDIE/SAM, Kirkpatrick/Bloom's, Blended/Experiential Learning, Responsive Authoring, Adult Learning Theory, Conceptual Orienteering, Web3/Metaverse, POV/software simulation, eLearning/mLearning, Storytelling, AR/VR/AI, Gamification, accessibility/inclusion, scenario/non-linear, multimedia, comedy, voice over

EXPERIENCE

Instructional Designer/Developer

LettLX (Freelance) - Dallas, TX | 2003 to present

Provide ongoing eLearning and technical writing consulting for companies such as iTOi, (NowCoders), Atmos Energy (Training Pros), Texas Capital Bank (Elan Partners)

Instructional Designer/Developer

Concentra, Inc. – Addison, TX | 2022 to present

Increase the capabilities of individuals and teams by designing ADA compliant job aids, instructor guides, and online training modules centered on healthcare, as well as initiating new technology such as synthetic voice over

Learning Experience Developer II, AVP

Texas Capital Bank (FTE hire in 2018) – Richardson, TX | 2017 to 2021

Bettered employee competencies by revamping learning materials, including subtitles for accessibility, as well as building systems training/non-linear simulations, Gamification, and voice over for modules centered on banking

Instructional Designer

Atmos Energy (Training Pros Contractor) – Dallas, TX | 2016 to 2017

Improved learner experience by designing and developing interactive courses, online job aids, and user guides focused on electricity procedures for those in sales and customer service

Learning Consultant II

TXU Energy – Irving, TX | 2015 to 2016

Fostered customer loyalty by developing accessible trainer guides, eLearning programs, and instructional videos about energy initiatives and company procedures for those in sales and retention

Instructional Designer/Developer

GM Financial – Arlington, TX | 2014 to 2015

Raised employee retention rates by producing engaging soft-skills simulations and microlearnings for those in debt collections and customer service

Technical Writer

Red Bee (Formerly FYI Television) – Grand Prairie, TX | 2012 to 2014

Enhanced consumer experience by initiating efficient learning solutions and refurbishing closed captioning/show schedule protocol documents for television-station clients and programmers

Technical Writer/Instructional Designer

Ecommerce Industries – Keller, TX | 2009 to 2012

Enriched client satisfaction by creating user-friendly eLearning simulation programs centered around financial software products for outside clients

SOFTWARE

Articulate 360 (Storyline/Rise/Replay), Captivate, Camtasia/Premiere Pro, Vyond/Powtoon, Plotagon, Audition/Audacity, Photoshop/GIMP, Illustrator, PPT/iSpring/Visual Studio, basics of: LMS Systems and HTML/JS

EDUCATION/CERTIFICATIONS

Master of Education in Learning and Technology

Western Governors University – Austin, TX

eLearning and Instructional Design Certification

Association for Talent Development – Dallas, TX