

Sarah Scott

Richmond, VA | 804-221-3297 | sarahlewisScott@gmail.com | www.sarahlewisScott.com | [LinkedIn](#)

SUMMARY

Senior learning experience designer with 10+ years of proven experience designing and developing highly engaging, effective, and accessible eLearning and instructor-led training for the transplant community, public safety industry and financial services sector.

Technical Skills

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|--------------------------|-------------------------|--------------------------|--------------------|
| Adobe Acrobat | Articulate Rise 360 | eLearning administration | Techsmith Camtasia |
| Adobe Illustrator | Atlassian Confluence | Eleven Labs | Techsmith SnagIt |
| Adobe Photoshop | Atlassian Jira | Google Gemini | Vyond |
| Adobe Premiere Pro | Audio and video editing | Microsoft 365 suite | |
| Articulate Storyline 360 | Canva | Microsoft Copilot | |

PROFESSIONAL EXPERIENCE

BHG Financial

Senior learning experience designer (Prev: Learning experience designer)

Fort Lauderdale, FL

August 2023 -- present

- Collaborates with senior stakeholders and subject matter experts to develop learning strategies and gather high-level content for various learning initiatives
- Applies advanced instructional design methodologies to create innovative and effective learning experiences for complex topics
- Manages multiple large-scale projects simultaneously, ensuring timely delivery within budget and exceeding quality standards
- Leads the utilization of cutting-edge authoring tools, learning management systems, and emerging technologies to create and deliver sophisticated learning solutions
- Designs and oversees the development of high-quality multimedia content, including interactive e-learning modules, videos, simulations, and complex assessments
- Develops and implements best practices for creating instructional materials, including participant guides, facilitator guides, job aids, and other supporting documentation
- Conducts in-depth training analyses and performance gap assessments to identify areas for strategic learning interventions
- Mentors junior learning experience designers and provides guidance on instructional design best practices
- Spearheads the incorporation of advanced gamification, microlearning, and other innovative approaches to maximize engagement and knowledge retention
- Evaluates and enhances learning experiences based on in-depth analysis of feedback and evaluation data

United Network for Organ Sharing (UNOS)

Instructional designer

Richmond, VA

August 2021 – August 2023

- Designed and developed engaging content in multiple modalities with clear strategies and methods to achieve desired learning outcomes.
- Worked cross-functionally and managed multiple concurrent instructional design projects, from analysis and project scoping through course implementation and evaluation.
- Partnered with subject matter experts to define and document learning objectives, desired outcomes, and overall requirements of learning solutions.
- Recommended and supported instructional solutions to meet a variety of needs using appropriate technology and grounded in educational theory and adult learning principles.
- Used data and metrics to measure effectiveness and drive improvements.
- Mentored team members on accessibility best practice (WCAG 2 and Section 508 standards) by providing training and serving as a resource.

National Center for Policing Innovation (NCPI)*Instructional Designer/Program Manager (Prev: Program Coordinator)*

Richmond, VA

July 2015 – August 2021

- Developed classroom and web-based training programs and interactive e-guides for the public safety industry.
- Managed all aspects of instructional design process, including determining most effective pedagogical strategies, coordinating development of media, and designing assessments.
- Worked closely with subject matter experts to gather content and build relationships.
- Managed VCPI's Moodle-based LMS with an in-depth knowledge of integrating Moodle with other platforms and custom systems.
- Championed web accessibility by providing staff training on accessibility best practice and auditing VCPI web products for accessibility.

Hanover County Public Schools*Upper elementary school teacher*

Ashland, VA

August 2011 – June 2015

- Served as grade-level team leader for 2 years, facilitating team meetings, organizing grade level events, and serving as liaison between the administrative and teaching teams.
- Supervised the 8-week training of a university student.
- Prepared and delivered training to building-level colleagues on various teaching strategies.

EDUCATION & OTHER

Virginia Commonwealth University*M.A. in Teaching, Elementary Education*

2011

The University of Virginia*B.A. in Biology; B.A. in Spanish*

2009

Certifications: Trusted Tester Certification from The Department of Homeland Security, Office of Accessible Systems and Technology; Postgraduate Professional Teaching License from the Commonwealth of Virginia