

# LYNETTE C. WEBB

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**Instructional Design Portfolio:** <https://www.lynettew.com>

- Respected for resourcefulness, problem-solving and bridge-building between departments
- Superior business/technical writing and editing skills
- Enthusiastic presenter dedicated to making training sessions both engaging and effective
- Creative, results-oriented, attentive to detail

## CORE COMPETENCIES

Learning Management Systems  
eLearning & In-Person Courses

Collaborating with Cross-functional teams  
Problem-solving Under Pressure

Creating Training Materials  
Stakeholder Support

## PROFESSIONAL EXPERIENCE

**Golden Gate University, eLearning Department, San Francisco, CA**  
**Instructional Designer**

2017 – Present

Trains instructors to use Learning Management Systems. Partners with faculty to create classes that effectively incorporate principles of adult learning theory. Presents training sessions and workshops. Responsible for more than 100 courses each term. Manages projects to improve course quality measured by student evaluations, and a nationally-recognized course design rubric. Partners with non-academic departments to create online materials and multimedia for orientations and special events promoting the university as a whole. Contributed to university being awarded “Best College for Adult Learning” (by *Washington Monthly*) for 3 consecutive years.

**Golden Gate University, eLearning Department, San Francisco, CA**

2004 – 2017

**Technical Program Supervisor:** Managed the eLearning helpdesk, provided excellent customer support to students and faculty via email, phone, screencasts and video recordings. Coordinated with the 24/7 remote helpdesk to analyze helpdesk data in order to spot and fix any patterns of weaknesses in our support.

**Golden Gate University, School of Technology and Industry, San Francisco, CA**

1998 – 2004

**Academic Program Coordinator:** Scheduled classes, created instructor contracts, ordered textbooks and assisted students.

**Golden Gate University, School of Technology and Industry, San Francisco, CA**

1998 – 2005

**Adjunct Instructor:** Taught “Introduction to HTML” class online and in-person. Created Web Development Certificate curriculum.

**Golden Gate University, Business Services & Facilities Department, San Francisco, CA**

1997 – 1998

**Data Entry and Optimization:** Updated the university’s stakeholder mailing list. Answered facility questions. Created signage.

**Philadelphia Magazine, Philadelphia, PA**

1995 - 1997

**Editorial Production Manager:** Coordinated articles, ads and artwork across departments to meet tight publishing deadlines.

## EDUCATION & COURSEWORK

**Project Management with Asana Certification**, Golden Gate University, San Francisco, California; **Foundations of UX** coursework, Google on Coursera; **Agile Scrum Fundamentals Certification**, Udemy; **Instructional Designer Certificate**, LinkedIn; **Master of Arts, Arts Administration**, Golden Gate University, San Francisco, California; **Bachelor of Arts, Philosophy**, University of Pennsylvania, Philadelphia, Pennsylvania

## TECHNOLOGY & COMPUTER SKILLS

Microsoft Office Suite, Adobe Acrobat Pro, Adobe Premiere, HTML, FTP tools, Articulate, LMS: Canvas, Moodle and eCollege, Camtasia, Panopto, Snagit, Slack, Asana, Zoom, competent at beginning-level Vyond animation, currently learning basic coding and circuitry with a DIY kit