

Chassidy Williams, M.Ed.

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PROFILE

E-Learning developer and e-Learning Instructor with 7 years of experience building end-to-end learning paths that address the unique needs of learners in a challenging and fast-paced environment through online, and blended learning. I create digital resources and solutions for organizations focused on delivering innovation and training.

PROFESSIONAL EXPERIENCE

Educational Technology Specialist

Harris County Juvenile Probation Department/Excel Academy

2022 - Present

In this role, I identify and evaluate appropriate technology software and devices to utilize in an educational setting. I manage various learning management systems (LMS), student response systems, multimedia resources, and other software applications. I provide technical training and support to staff and students. I troubleshoot devices and stay current with emerging technology. I maintain organizational technology policies and procedures ensuring compliance.

- Maintain the LMS and configuring the system to meet the organization's needs, uploading content, and testing the system to ensure it is functioning correctly.
- Provide training to users of the system on how to use the system, how to create content, and how to access and report on learning data.
- Perform routine maintenance tasks such as data backups.
- Created a digital resource website for teachers with how-to videos and technology tips for the classroom.
- Created an online course about digital citizenship for students across the district.
- Collaborate with instructional staff to develop and implement technology-based teaching and learning strategies, including online and blended learning opportunities.
- Maintain and troubleshoot technology equipment, such as computers, projectors, and audiovisual equipment, to ensure smooth and efficient operation.
- Monitor online activity activities of all students throughout the district.

Instructional Designer | e-Learning Developer

Intern

2022

In this role, I create resources and content for training courses. I design storyboards, audio, and graphic images and implement those components into training objectives and materials that result in the development of the desired learning goal. I utilize the ADDIE model to develop interactive e-learning courses using animations and various authoring tools.

- Collaborate with Stakeholders and Subject Matter Experts to obtain information required to design documents, storyboards, and e-courses across a wide variety of topics.

- Design and implement training that is delivered online, facilitator-led, or a combination of the pair.
- Research additional learning tools and solutions to provide recommendations to improve existing business policies and training.
- Ensure that e-learning courses are properly functioning and are accessible to learners.

e-Learning Facilitator | e-Learning Developer | Computer Science Educator

Harmony School of Fine Arts and Technology, Houston, Texas

2021 - 2022

In this position, I enhanced the learning environment by designing e-learning projects that allowed each learner to curate digital learning artifacts and publish their work online. I designed collaboratively with colleagues to create interactive content and learning objectives to the unique profile of each learner which allowed them to progress at their own pace.

- Designed personalized and interactive learning experiences for 400+ learners.
- Developed cross-curricular learning experiences and assessments based on departmental needs which resulted in increased test scores by 20%.
- Facilitated and managed ongoing technical training for STEM members within the organization.
- Maintained campus-level distributed systems.
- Collaborated with Subject Matter Experts to identify learners' needs to ensure learners can demonstrate proficiency in their skills.
- Created personalized lesson plans and curricula for the campus technology department.
- Oversaw learners' technology skill development and provided software support in areas such as word processors; cloud computing; spreadsheets; database software; desktop publishing; process writing software; keyboarding training software; telecommunications; web browsers and search engines; web authoring; presentation development software; API; programming tools, including compilers and interpreters.
- Facilitated various coding curricula and programming languages such as CoffeeScript, Python, CSS, and HTML.

Technology Curriculum Developer | Online Learning Facilitator | Instructional Designer | Computer Science Educator

Texans Can Academies, Houston, Texas

2016 - 2021

In this role, I designed and led instruction for learners with diverse competencies and skill levels. I implemented critical new e-learning solutions and traveled statewide to train colleagues and stakeholders on how to design and utilize multiple Learning Management Systems. I served as a leader of the professional learning community for the Houston area, facilitating collaboration and improving communication with managers and stakeholders.

- Designed and delivered engaging customized e-learning paths for 500+ learners.
- Facilitated over 20 foundational skills-based online courses which resulted in increased graduation rates by 80% each term.
- Implemented pilot LMS that resulted in a 100% increase in e-learning engagement within the organization.
- Participated in organizational strategic planning as a member of the e-Learning Solutions committee.
- Maintained campus-level distributed systems.
- Designed and developed various types of learning materials including workbooks, storyboards, power points, facilitator guides, learning aids, and professional development training.
- Decreased organizational cost of learners repeating courses by 95%.

- Collaborated with Subject Matter Experts to identify learners' needs to ensure learners can demonstrate proficiency in their skills.
- Created personalized lesson plans and curriculum for the district technology department.
- Conducted Virtual Instructor-Led training and online training for stakeholders.

SKILLS

Training, Development & Facilitation	Data-Driven Learning Design	E-Learning
Organizational Development	Curriculum Development	Visual Design
Video Editing	Screen Recording	Customer Service
Written and Verbal Communication Skills	Educational Technology	Product Implementation
LMS Management and SCORM	Lesson Planning	

TECHNOLOGY

Salesforce	Articulate Storyline	Articulate Rise 360	Trello
Adobe Captivate	Adobe Creative Suite	Google Workspace	Camtasia
Audacity	Microsoft Office	Vyond	SAAS
Adobe Illustrator	Canva		

Education

Doctor of Education in Educational Technology Leadership – Anticipated 2026

New Jersey City University, Jersey City, New Jersey

Master of Education in Digital Learning and Leading

Lamar University, Beaumont, Texas

Bachelor of Applied Arts and Sciences

Lamar University, Beaumont, Texas

Associate of Arts

Alvin Community College, Alvin, Texas

Certificate in Instructional Design and Online Learning

IDOL courses Academy, Flowery Branch, Georgia