

Julie Paulin

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~ *Learning Designer and Developer* ~

Experienced in delivering learning solutions from investigation and scoping to development and deployment.

Experience

UP Education (Eddy), Remote from NZ, March 2022-*present*

Learning Designer

- Oversee the full end-to-end delivery of vibrant and engaging online learning experiences for students of NZMA, NZIS, and YooBee Colleges.
- Collaborate with subject matter experts and administrators with a sense of comradery and a shared vision.
- Direct and guide the team from concept and analysis to development, design, and delivery.
- Manage stakeholders and clients by anticipating and pivoting based on a bird's-eye view of the entire solution.
- Survey and evaluate every course post-release in an effort to provide continuous improvement.

Like-Minded, Christchurch, NZ, January 2021 – March 2022

Learning Designer

- Developed course outlines targeting stated objectives
- Worked closely with our client team to develop course outlines
- Wrote detailed storyboards based on a thorough understanding of learning theory, engagement tactics, content mapping theory, and self-directed and user-centred design methodology.
- Clients included Lincoln University, New Zealand Defense Force, Australian National Fabrication Facility, Emerge Aotearoa and Terra Cat.

DeAnza College, Cupertino, CA, USA, October 2020 – December 2020 (on contract)

Instructional Design | eLearning Developer

- Redesigned teacher-led instruction presentations for branding and engagement: providing innovative, animated and engaging design in PowerPoint and Storyline.
- Canvas LMS: developed assessed knowledge checks, discussion groups, course survey, tracking and completion requirements.
- The program is a huge success and contributes to increased student outcomes. It brought college-wide leadership to recognise my client's success and request private presentations for various departments.

UC Davis, Davis, CA, USA, November 2019 – June 2020 (contract position)

Instructional Designer II, eLearning Specialist

Developed online courses to replace teacher-led training in both commercial and proprietary software. I also managed the departmental website. I created Articulate Rise based courses.

Condensed Curriculum International, Sacramento, CA, USA, April 2019 – Sept 2019

Jr Instructor - Front End Web Dev at Amazon Fulfillment Center, Career Choice

Working with 120 students across two classes (with 1 primary teacher each) at the fulfillment center.

Instruction via lecture, one-on-one, and small group 'breakaway' sessions.

- HTML5, CSS3, JavaScript, JQuery, JSON, Application Development Fundamentals
- Project Management principles, including Agile and Waterfall
- Instructional materials (additional to docs provided).

MYOB - Christchurch, New Zealand, 2016-2018

Change Manager / Project Coordinator (Process Improvement Team)

Strategized change management directives, surveyed and documented needs analysis, communicated change through effective and informative presentations, including the “why” and “how”, and identifying “change champions” for grass roots efforts.

- Created call scripting modules and help desk articles
- HTML/CSS/JS, Zendesk, Slack, Agile, Kanban, Photoshop, Keynote & PowerPoint, ServiceNow, Call Scriptor & Genesys

Client Experience Improvement Specialist (Tier 3)

The CXI team provides support for product and service escalations, including upskilling and coaching initiatives. Advising and analyzing process and product enhancement opportunities.

- Initiated and Launched Julie’s Helping Hand, a popular newsletter for staff in New Zealand and Australian call centers (250+ recipients) to bridge training gaps and communicate current initiatives.

Ginger Gecko Web, New Zealand and USA 2009 – 2018

Owner / Web Designer / Copy editor

Designed, developed and maintained websites and engagement initiatives for small business clients, producing sites that reflected their brand with intuitive UI and best SEO practices. Sites built in Sublime Text for HTML/CSS/JS, WIX, and Shopify. Client’s assets and other design elements were modified in Photoshop. Newsletters and marketing collateral created in Adobe InDesign.

Education & Training

Cal State University, Sacramento (2018/2019)

Certificate Program, Instructional Design for eLearning. Course completed March ‘19

- Software & Platforms: Articulate, Captivate, iMovie, Lectora Online, Powerpoint, Camtasia, Moodle and Canvas LMS

California State University, Dominguez Hills (2017)

2 Online Courses in Assistive Technology (Intro and Basic) – 11 weeks each

University of California at Irvine, Bachelor of Arts

Volunteer Mahi

Stella’s Stars High School

I am on the board of a foundation that raises funding to build and educate orphaned teens in Chebukuyi, Kenya. I provide digital design and development in service to our fundraising efforts. You may view the website I designed and maintain at <https://www.stellasstarshighschool.org/>.