|  |  |
| --- | --- |
| **Nathalie Alexander** | Zaandam, North Holland, Netherlandsm: 0619401078nathalie@modjul.com[LinkedIn](https://www.linkedin.com/in/nathaliealexander/) | [Website](https://modjul.com/) |

**Professional Summary**



*Vision-driven change agent with career-long record of instructional design, e-learning solutions, and client relationship management success for leading organizations*

Vision-driven professional adept at project moderation and coordination among stakeholders, trainers, and subject matter experts (SMEs), with a strong background in instructional design, e-learning solutions, and client relationship management. A dynamic, multilingual, and motivated individual dedicated to fostering program development, ensuring timely project delivery, and facilitating technology implementation. Known for exceptional service in fast-paced environments and the ability to proactively address client needs, deliver value through technology solutions, and build trust-based relationships, ultimately driving revenue retention and engagement. Comfortable working collaboratively or independently, consistently delivering solutions that meet or exceed business objectives. Competent in using Assima software and committed to continuous learning and growth.

 Core Competencies

|  |  |  |
| --- | --- | --- |
| * Customer Success
* E-Learning Solutions
* Requirements Gathering
 | * Project Management
* Technology Integration
* Client Consulting
 | * Team Leadership
* Issue Resolution
* Strategic Planning
 |

**Professional Experience**

Modjul B.V., Amsterdam, North Holland, Netherlands, Apr 2022 to Present
**INSTRUCTIONAL DESIGNER/DIRECTOR**

* Generated a 25% reduction in project completion time by efficiently resolving issues, managing processes, and navigating competing tasks within a deadline-driven environment.
* Strengthen communication and knowledge sharing within a multicultural environment by developing and implementing effective training materials.
* Maintain up-to-date knowledge of current and emerging e-learning, technology, and instructional design trends to optimize training programs and capitalize on key opportunities.
* Translate complex information into easy-to-understand, digestible language for course participants.
* Cultivate and maintain long-term, trust-based relationships with clients and stakeholders.
* Deliver training and support to end users to ensure optimal program utilization and impact.

dicebridge training Gmbh, July 2022 to April 2023

**INSTRUCTIONAL DESIGN CONSULTANT/AUTHOR (FREELANCE)**

* Demonstrated leadership in development and launch of Assima software-enabled training courses for Roche’s multi-country workforce in partnership with Dicebridge GmbH.
* Contributed significantly in developing dynamic learning content by supporting project management in streamlining operations between SAP S/4HANA training specialists and Roche SMEs.
* Designed and developed engaging dynamic learning content utilizing Assima, ensuring seamless content publication and facilitating efficient coordination of review processes to maintain high-quality instructional materials.
* Proven ability to effectlively collaborate and communicate with teams and stakeholders at all levels, ensuring project success through meticulous attention to detail, risk identification and mitigation strategies.
* Demonstrated dedication to continuous learning, currently expanding skillset through SAP training, complementing a strong background in instructional design and project management to ensure rapid proficiency and exceptional performance in this role.

CourseAvenue LLC, Remote/Chicago, ohio, May 2016 to Present

**INSTRUCTIONAL DESIGN CONSULTANT (FREELANCE)**

* Advised CourseAvnue, a leading cloud-based software provider, specializing in accessibility and 508-compliance for online education, on instructional design projects with clients such as the U.S. Air Force, State Department, and Department of Agriculture.
* Developed clear instructional frameworks, resulting in 75% knowledge retention and 10% annual revenue growth, while managing diverse online course development projects and executing 508-compliant e-learning for the U.S. government.

Modjul LLC, Columbia, SC, July 2015 to Present
**INSTRUCTIONAL DESIGNER/DIRECTOR**

* Achieved a 30% average increase in knowledge retention and 70% completion rate by designing and launching an interactive multimedia training program for responders.
* Chart the successful development and implementation of instructional strategies consisting of interactive modules with video, audio, images, animation, and interactive activities.
* Gain a deep understanding of client needs and goals through evaluation, assessment, and feedback analysis; modify strategies as needed to achieve client goals.
* Align objectives and bridge communications with SMEs to design, develop, and deliver curricula and instructional solutions.
* Provide high-quality project management for a cross-functional team to ensure on-time project delivery.
* Accomplished a 90% completion rate, 40% increase in student engagement and satisfaction, and 70% decrease in dropout rate across more than ten client projects; handle all aspects of design, development, and implementation of e-learning and instructor-led coursework.

SCETV, Columbia, SC, Oct 2012 to Sept 2015
**EDUCATION MULTIMEDIA PRODUCER**

* Managed the development, implementation, and optimization of web-based instruction modules for South Carolina first responders and safety personnel as well as the South Carolina Supreme Court.
* Produced tangible results by delivering high-quality solutions, including boosting user engagement by 40%, increasing completion rates by 50%, and decreasing course production time by 25%.

Previous Experience

South Carolina Educational Television, Columbia, SC, Sept 2009 to Oct 2012

**ASSOCIATE PRODUCER/DIRECTOR FOR STATE HOUSE TODAY**

**Key Projects**

**ASSIMA/ROCHE BASEL**, July 2022 to April 2023

* Contributed to the development and launch of Assima-enabled training courses for Roche’s global workforce.
* Designed engaging learning materials and streamlined operations with SAP S/4HANA specialists.
* Excelled in collaboration and communication with stakeholders, ensuring project success through attention to detail, risk mitigation, and efficient review coordination.

**U.S. DEPARTMENT OF AGRICULTURE – COURSEAVENUE**, Feb 2022 to Present

* Utilized Vyond to develop informative and accessible online training courses, resulting in 94% of courses outperforming the seven-day timeline by being completed within three days.
* Increased user engagement and course completion by 7% compared to the previous year.

**INTERNATIONAL COOPERATIVE ADMINISTRATIVE SUPPORT SERVICES-ICASS**, Mar 2016 to Present

* Collaborate with CourseAvenue to produce web-based content for the ICASS training system focused on supporting U.S. government staff in utilizing the ICASS system for documenting and sharing the cost of common administrative support services spanning 250+ diplomatic and consular locations globally.
* Leveraged knowledge of instructional design principles and multimedia to decrease program completion time by 40%.

**WISCONSIN DEPARTMENT OF JUSTICE – OFFICE OF CRIME VICTIM SERVICES**, Jan 2022 to Mar 2022

* Contributed to the goal of expanding awareness of victims’ rights by creating an informative marketing video and detailed outreach plan reaching 250+ law enforcement personnel, advocates, service providers, and other professionals, using Vyond and Adobe Audition software.

**MONTANA DEPARTMENT OF JUSTICE, DEPARTMENT OF CRIMINAL INVESTIGATION AND SEXUAL ASSAULT KIT INITIATIVE – MODJUL LLC**, May 2018 to Sept 2022

* Headed the creation of 50+ online training courses for Montana criminal justice departments, successfully increasing training material by 35%; oversaw training materials for the Montana DOJ.
* Enabled informed decision-making by developing and optimizing the statistical database to improve the accuracy of information by 84%.
* Drove the efficiency of employee training by 30% for fingerprinting device utilization and best practices.
* Strengthened online sexual assault training for investigators and prosecutors across all Montana counties by developing 20+ online training modules on evidence collection and other topics as part of the Sexual Assault Kit Initiative Montana.
* Improved support for survivors of sexual assault by launching an online course on common responses and reactions to assault to foster a deeper understanding and provide coping mechanisms for personal experiences, leading to a reported 25% increase in engagement and confidence among survivors.

**UNIVERSITY OF MINNESOTA – MODJUL LLC**, July 2015 to Dec 2015

* Achieved a 70% increase in course enrollment by transitioning existing course material into an online learning environment serving over 900 students.

**INTEROPERABILITY TRAINING FOR FIRST RESPONDERS – SC ETV**, Oct 2012 to Oct 2015

* Managed the creation and launch of interactive e-learning courses for South Carolina first responders, resulting in a 20% increase in interoperability among responders.

**Education and Credentials**

Magistra Artium of Cultural Ethnology (Minors: American Language & Literature and International Law), 2006

*University of Bonn, Bonn, Germany*

**Professional Affiliations**

Member of the Amsterdam American Business Club

**Additional Information**

**Languages:** German (native), English (fluent/native), Dutch (beginner), Spanish (beginner), French (beginner)

**Technical Proficiencies:** Articulate 360, Assima Software, CourseAvenue Studio, Adobe (Captivate, Photoshop, Illustrator, Audition, Premiere Pro), Vyond Animation, HTML, CSS

**Interests:** Running, cooking, skiing, traveling, hiking, reading, writing