TYLER P. WORLEY

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Accomplished Instructional Designer with over 10 years of experience translating complex technical concepts into engaging learning materials. Expert in analyzing data to diagnose learning gaps and engineer effective, technology-driven solutions. Proven track record in end-to-end development of 100+ eLearning courses, videos, and simulations. Pioneered AI-driven solutions to enhance content creation and streamline instructional design workflows.

SKILLS

Instructional Design: Curriculum Development, Adult Learning Theory, Needs Analysis, Storyboarding, WBT/ILT Design, ADDIE and SAM models
eLearning & Authoring Tools: Articulate 360 (Storyline, Rise), Adobe Creative Suite (Photoshop, Illustrator, After Effects, Premiere, Audition), Camtasia, Navattic
AI & Automation: OpenAI APIs, Gemini, RAG Systems, MCP Servers, Conversational AI, Prompt Engineering
Programming: HTML, CSS, JavaScript, TypeScript, Python, Linux
LMS Platforms: Thinkific, LearnUpon, Cornerstone, Blackboard
Project Management: Zendesk, Jira, Confluence, Google Workspace, Slack

EXPERIENCE

JumpCloud, Denver, CO   March 2022 – Current
Instructional Designer

- Developed and launched 60+ comprehensive eLearning courses, tutorial videos, and interactive software simulations using Articulate Rise, Camtasia, and Navattic, serving over 1,500 course enrollments for global customers and internal teams
- Partnered with product and GTM teams to analyze user data, diagnose knowledge gaps, and develop targeted training solutions that achieved 4.8 average CSAT scores
- Coordinated weekly Product Training sessions for customer-facing teams, managing project manager presentations and ensuring technical teams received training prior to customer feature launches
- Administered Thinkific and LearnUpon LMS platforms, managing content updates for new product releases to ensure seamless learning experiences

AI Innovations & Process Automation
- Engineered AI-powered custom onboarding tool to accelerate customer adoption and reduce time-to-value
- Deployed RAG-based AI system to automate content audits, ensuring accuracy while eliminating manual review processes
- Launched conversational AI chatbot for LearnUpon LMS, enabling natural language administration and improved user experience
- Established Gemini TTS workflow for video production, reducing production time by 1+ hour per video and significantly cutting costs

Colorado Department of Health Care Policy, Denver, CO   March 2021 – March 2022
Instructional Design & Development Specialist

- Designed and developed multi-modal training programs using Articulate Storyline 360, Rise, Camtasia, and Adobe Creative Suite for state public service workers
- Applied Adult Learning Theory principles to create engaging learning materials that improved knowledge retention and stakeholder compliance
- Collaborated with subject matter experts and stakeholders to develop training for web-based, instructor-led, and hybrid delivery modalities
- Produced all multimedia content including scriptwriting, voiceover recording, and video editing for eLearning courses
- Coordinated with LMS administrators to deploy content into Cornerstone LMS

InMotion Hosting, Denver, CO   **November 2020 – March 2021**
Tier 1 Technical Support Representative

- Provided technical support for web hosting customers, troubleshooting issues in Linux environments and resolving tickets via phone, chat, and email using Zendesk

Asurion, Houston, TX   **June 2019 – March 2020**
Premier Support Services Representative

- Remotely supported multiple devices and troubleshot solutions related to hardware, software, operating systems, and applications

Channelview High School, Channelview, TX   **July 2015 – June 2019**
Teacher, Assistant Director of Bands

- Directed program operations for 280+ students, overseeing curriculum development, staff collaboration, and strategic planning
- Created and implemented age-appropriate curriculum using instructional design principles that improved student performance and program engagement

Lubbock High School, Lubbock, TX   **June 2013 – May 2015**
Teacher, Assistant Director of Bands

- Managed 230-student music program, including curriculum development and instructional material coordination for marching band percussion
- Developed lesson plans and assessed student achievement to improve performance techniques and practice methods

Colorado State University, Fort Collins, CO   **August 2011 – December 2011**
Instructor

- Created lesson plans and taught curriculum to adult students, focusing on teaching approaches and methodologies
- Managed Blackboard LMS for course delivery and student engagement

EDUCATION

Colorado State University, *Teacher Certification in Education*, 2013
Arizona State University, *Master of Music*, 2009
Colorado State University, *Bachelor of Music*, 2006