

# Kristen Green

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## PROFESSIONAL SUMMARY

Leader with 20+ years experience in public and private organizations who leverages systems thinking to recognize overlooked performance gaps and adaptability with new technologies to innovate accessible learning and communication strategies that close them.

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## CORE COMPETENCIES

### Needs Assessment & Performance Analysis

Organizational diagnostics, Root cause analysis, Process optimization, Systems thinking, Innovative solutions, Scalable implementation, Continuous improvement

### Instructional Design & Curriculum Development

Instructional design methodologies (ADDIE, Bloom's, LTEM), AI-assisted instructional design, Assessment & Evaluation, Adult learning theory, Universal Design for Learning (UDL) & neurodiversity-inclusive practices, Accessible (ADA, WCAG compliance) & Polyvagal-informed design, Data-driven iteration & analytics

### Project Management & Stakeholder Engagement

Strategic and inclusive communication, Cross-functional team leadership, End-to-end lifecycle management, Change management, SME collaboration, Resource optimization

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## EDUCATION & CERTIFICATIONS

**M.A. Learner Experience Design** | Michigan State University | May 2026

**B.S. Secondary English Education** | University of South Florida | 2002

**Teaching Certification in Secondary English** | FL & MI Dept of Ed | 2002–2028

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## TECHNICAL SKILLS

**E-Learning Authoring** Articulate 360: Storyline, Rise, Review

**LMS Platforms** Canvas, D2L, Moodle

**Multimedia Production Tools** Camtasia, Canva, FigJam, Miro, iMovie, Powtoon, PowerPoint, WordPress

**eLearning Standards** SCORM

**AI-Assisted Instructional Design and Development** Claude, Gemini, Copilot

**Virtual Collaboration** Zoom, MS Teams, Slack, Google Sheets, Sharepoint

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## PROFESSIONAL LEARNING DESIGN EXPERIENCES

### Graduate Action Researcher in Learner Experience Design | MSU | Aug 2024 – Present

- Conduct organizational needs assessments to identify root causes of persistent performance gaps and measure change readiness
- Leverage AI-assisted instructional design tools to accelerate strategic project mapping and align performance objectives
- Design solutions targeting measurable outcomes over content delivery, building integrated project infrastructure—accessible e-learning modules, performance support tools, learning assessment and evaluation systems—using Articulate 360, Camtasia, slide presentations, and accessibility tools

### Sole Proprietor & Learning Content Creator | Green Heritage Hatchery | Jan 2021 – Present

- Leverage systems thinking to develop closed-loop value chains, converting point-of-sale transactions into customer relationships that drive repeat business
- Develop digital educational content using iMovie, YouTube, and Meta suite, driving 4K+ engagements and customer success
- Design and facilitate annual 4-wk learner experience in local schools incorporating interactive, multimedia-rich e-learning and 3-D phenomena-driven instruction, generating repeat teacher requests and increased student engagement

### **Instructional Designer | *Independent Contractor* | Aug 2023 – Jul 2024**

- Created original just in time e-learning modules, replacing passive instruction and closing targeted performance gaps with hands-on digital experiences
- Delivered synchronous virtual instruction to diverse learners across the U.S. on behalf of multiple client organizations with distinct platforms, deadlines, and processes, coordinating with cross-functional teams via Slack, MS Teams, and Zoom

### **Learning Experience Designer | *Self-directed Volunteer* | Aug 2019 – Mar 2022**

- Coordinated with multidisciplinary team of 14+ SMEs to deliver customized learning solutions using Moodle, Newsela, YouTube, and Zoom, driving 25+ percentile point gains in learner performance
- Applied UDL principles as creation guides and evaluation criteria for neurodiversity-inclusive materials and experiences
- Built custom LMS when existing options failed to meet learner needs, maximizing resources while minimizing expenditures

### **Secondary English Teacher | *Pennfield Schools* | Aug 2017 – Jun 2019**

- Leveraged previously untapped functions of existing software to maximize ROI on time-consuming central workflow—previously deemed unalterable by its dedicated IT system designers and quarterly implementers—transforming speculative administrative investment into immediately actualized learning gains
- Produced—as subsequently requested by leadership—instructional video demonstrating workflow's technical process and led in-person training to scale that transformation, securing a return of increased change-making data visibility (400%) while driving down investment costs of redundancy (100%), error risk (69%), and steps (53%)
- Collaborated with cross-functional team to develop 7-year curriculum map, standardizing vertical alignment across secondary grades to close instructional gaps and remove redundancies
- Diagnosed inaccessible curriculum as root cause of underperformance; redesigned 8 units from static PDFs into interactive, learner-facing digital workspaces with ADA-compliant formats, integrated multimedia, and embedded navigation, yielding performance improvement in 85% of learners
- Transformed space-congesting boxes of 1K+ uncatalogued books into accessible, high-demand literacy resource by designing genre-organized shelving and custom digital catalog

### **Virtual Instructor | *Florida Virtual School* | Jan 2013 – Aug 2013**

- Designed data-informed outreach strategy that achieved 100% learner engagement in asynchronous environment

### **Learning Program Coordinator | *Pinellas County Health Department* | Jun 2011 – Mar 2012**

- Directed 3-person instructional team and designed programmatic content for 90+ participants, leveraging cultural competence to secure cross-functional buy-in for nationally recognized youth development program

### **Secondary English Teacher | *Pinellas County Schools* | Aug 2014 – Jun 2015; Aug 2002 – Jun 2010**

- Perceived structural barriers limiting equitable access to AP courses for Black students; piloted inclusive enrollment model that increased representation 200–500%, later scaled across 16 district high schools
- Leveraged high department turnover that I noticed compounding existing instructional and assessment misalignment by recruiting incoming teachers as mentee-collaborators in leading department and school-wide change
- Authored AP course syllabus that secured College Board licensure on first submission; coached several peers from initial rejection to 100% subsequent approval
- Designed differentiated instruction for 1,400+ diverse learners; voted 'Most Understanding Teacher' by students

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## **OTHER SKILLED EXPERIENCES**

### **Real Estate Project Manager | *Self* | Mar 2013 – Dec 2018**

- Managed full project lifecycle for real estate renovation projects, coordinating across vendors, contractors, and clients to achieve ~200% ROI

### **Field Trainer / Logistics Coordinator | *United Parks & Resorts Inc.* | Jun 1997 – Dec 2002**

- Diagnosed operational inefficiency and safety risk; redesigned resource distribution and authored multimedia technical instructions for vehicle operations to scale the fix, earning departmental recognition