

# JESSICA DANNIELLE JOHNSON

Senior Content Developer · Instructional Designer · ERP Trainer  
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## CAREER SUMMARY

Passionate and accomplished Instructional Designer, Training Content Developer, and ERP Trainer with 12+ years of demonstrated experience designing, developing, and implementing learning initiatives that work. Partners closely with SMEs, stakeholders, and cross-functional teams, grounding every solution in adult learning theory and a genuine commitment to learner impact. Deep expertise in ADDIE, agile, and continuous improvement methodologies, applied across e-learning, simulations, ILT, webinars, job aids, and LMS coordination. Brings structure, creativity, and a strong work ethic whether leading an internal team or working independently. Proven ability to consult with business units and deliver under aggressive timelines across healthcare, utilities, government, higher education, retail, and corporate clients, with ERP training experience spanning Oracle, PeopleSoft, Infor, Workday, Fusion, and more. Full implementation and upgrade experience.

## CORE SKILLS & TOOLS

Articulate Storyline | Articulate Rise | Adobe Captivate | Oracle UPK | Vyond / Powtoon  
Inkling Habitat | WellSaid (AI Voiceover) | Workday Learning | SCORM Compliance | LMS Administration  
Claude / ChatGPT / Gemini | Jira | Camtasia | Photoshop | Office 365  
Reve Image | Copilot | Perplexity | OpenArt | Suno

## CERTIFICATIONS

### Oracle UPK Certified Implementation Specialist

Oracle University · 2014

### Scrum Master Certification

Certified ScrumMaster (CSM) ·

### Project Management with AI

Coursera ·

## EDUCATION

**B.S. Behavioral Science** - Ashford University (*incomplete*)

**B.A. Multimedia Production & Design** - Miami International University of Art & Design (*Transfer*)

**Chicago Vocational Career Academy** - Commercial Arts Major (*Graduated 2003*)

## PROFESSIONAL EXPERIENCE

### Southern Company | ERP Trainer (Temp Stand-In Trainer)

Mar 2026 - June 2026

- Participated in Train-the-Trainer bootcamp to prepare for the CSS to C2M system implementation
- Facilitated implementation training to support end-user readiness
- Reinforced key process changes and helped learners transition confidently to the new platform

### UCOP | Instructional Designer

Jun 2025 - Feb 2026

- Created training content using Articulate Storyline
- Leveraged AI voiceover tools including WellSaid Labs to produce professional narration
- Developed scripts and translated them into engaging training videos
- Updated and created retirement plan process content

### New Balance | Instructional Designer / Trainer

Jun 2024 - Jun 2025

- Created training content for multiple internal projects in a heavy Agile / Jira environment
- Built materials using Word, Canva, PowerPoint, Powtoon, Rise, and Storyline
- Developed and delivered Rise-based AI training courses for internal employee groups, covering Canva AI and Microsoft Copilot tools and workflows
- Leveraged Microsoft Copilot extensively across the content development lifecycle for research, drafting, iteration, and productivity
- Leveraged AI voiceover tools including WellSaid Labs to produce professional narration
- Managed translations via Lionbridge and uploaded content into Workday Learning

### UCOP | Instructional Designer

Sep 2023 - Apr 2024

- Produced training content using Articulate Storyline
- Developed DEI program materials and training videos with scripts

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| <b>Whole Foods   Instructional Designer</b>                                                                                                                                                                                                                                                                                                            | Mar 2023 - Jun 2023 |
| <ul style="list-style-type: none"> <li>Created training material using Inking Habitat and Word from business process documentation</li> </ul>                                                                                                                                                                                                          |                     |
| <b>Philadelphia Gas Works   Instructional Designer / Trainer</b>                                                                                                                                                                                                                                                                                       | Mar 2021 - Mar 2023 |
| <ul style="list-style-type: none"> <li>Created training content for Oracle C2M implementation</li> <li>Built Captivate, Camtasia, and PowerPoint materials; managed weekly LMS uploads</li> <li>Modified content for SCORM compliance</li> </ul>                                                                                                       |                     |
| <b>Atlantic Health   Instructional Designer</b>                                                                                                                                                                                                                                                                                                        | Aug 2022 - Dec 2022 |
| <ul style="list-style-type: none"> <li>Created Oracle Cloud Finance / Supply Chain training; managed Train-the-Trainer and Training Plan</li> <li>Participated in change management activities and LMS organization</li> </ul>                                                                                                                         |                     |
| <b>UC Merced   Instructional Designer / ERP Trainer</b>                                                                                                                                                                                                                                                                                                | Nov 2020 - Mar 2021 |
| <ul style="list-style-type: none"> <li>Developed Storyline 360 content; built templates, scripts, job aids, and assessments</li> </ul>                                                                                                                                                                                                                 |                     |
| <b>WSSC   Instructional Designer / Senior ERP Trainer</b>                                                                                                                                                                                                                                                                                              | Jan 2019 - Aug 2020 |
| <ul style="list-style-type: none"> <li>Built UPK content for WAM, C2M, CC&amp;B, and MWM; served as UPK admin and SME trainer</li> <li>Managed LMS and provided hypercare support</li> <li>Built physical training materials such as mousepads and QRGs</li> <li>Facilitated training for end users in both the field and corporate offices</li> </ul> |                     |
| <b>Montgomery County Government   Senior Instructional Designer</b>                                                                                                                                                                                                                                                                                    | Oct 2018 - Jan 2019 |
| <ul style="list-style-type: none"> <li>Developed Training Plan and Needs Analysis; led Train-the-Trainer; updated UPK for Oracle EBS</li> </ul>                                                                                                                                                                                                        |                     |
| <b>Northwest Community Hospital   Instructional Designer</b>                                                                                                                                                                                                                                                                                           | Jun 2018 - Oct 2018 |
| <ul style="list-style-type: none"> <li>Built training for Infor CloudSuite upgrade including QRGs, job aids, and PowerPoints</li> </ul>                                                                                                                                                                                                                |                     |
| <b>Manatee County Schools   Instructional Designer</b>                                                                                                                                                                                                                                                                                                 | Apr 2018 - May 2018 |
| <ul style="list-style-type: none"> <li>Created PeopleSoft Cloud training with job aids and UPK e-learning simulations</li> </ul>                                                                                                                                                                                                                       |                     |
| <b>CherryRoad   Client Support Specialist</b>                                                                                                                                                                                                                                                                                                          | 2017 - 2018         |
| <ul style="list-style-type: none"> <li>Created Storyline and UPK content for a variety of clients part-time</li> <li>Facilitated PeopleSoft training for end users</li> </ul>                                                                                                                                                                          |                     |
| <b>Maricopa Colleges   Instructional Designer</b>                                                                                                                                                                                                                                                                                                      | Nov 2017 - Mar 2018 |
| <ul style="list-style-type: none"> <li>Created UPK simulations for PeopleSoft HCM; customized player packages</li> </ul>                                                                                                                                                                                                                               |                     |
| <b>Cook County Government   Training Content Developer / ERP Trainer</b>                                                                                                                                                                                                                                                                               | Jan 2017 - Aug 2017 |
| <ul style="list-style-type: none"> <li>Created UPK content for Oracle R12 / Hyperion; facilitated ILT for 3,500 users</li> </ul>                                                                                                                                                                                                                       |                     |
| <b>Johnson Controls   Instructional Designer</b>                                                                                                                                                                                                                                                                                                       | Aug 2016 - Nov 2016 |
| <ul style="list-style-type: none"> <li>Created UPK 12.1 content; built styles and standards documentation</li> </ul>                                                                                                                                                                                                                                   |                     |
| <b>University of Pittsburgh Medical Center   Instructional Designer / Trainer</b>                                                                                                                                                                                                                                                                      | May 2016 - Aug 2016 |
| <ul style="list-style-type: none"> <li>Created UPK e-learning and training guides; conducted Train-the-Trainer sessions</li> </ul>                                                                                                                                                                                                                     |                     |
| <b>AECOM   Training Content Developer</b>                                                                                                                                                                                                                                                                                                              | Mar 2016 - Apr 2016 |
| <ul style="list-style-type: none"> <li>Updated Oracle EBS HCM content and delivered training webinars</li> </ul>                                                                                                                                                                                                                                       |                     |
| <b>City Colleges of Chicago   UPK Admin / Training Lead</b>                                                                                                                                                                                                                                                                                            | May 2014 - Feb 2016 |
| <ul style="list-style-type: none"> <li>Created UPK library and content; managed LMS and Train-the-Trainer programs</li> </ul>                                                                                                                                                                                                                          |                     |
| <b>Covanta Energy   UPK Admin / Instructional Designer</b>                                                                                                                                                                                                                                                                                             | Jun 2015 - Aug 2015 |
| <ul style="list-style-type: none"> <li>Built Finance module training; customized player packages</li> </ul>                                                                                                                                                                                                                                            |                     |
| <b>Integra Life Sciences   Lead Training Content Developer</b>                                                                                                                                                                                                                                                                                         | 2013 - 2014         |
| <ul style="list-style-type: none"> <li>Led UPK development team; created Captivate and UPK materials</li> </ul>                                                                                                                                                                                                                                        |                     |
| <b>Alaska Communications   Lead Training Developer</b>                                                                                                                                                                                                                                                                                                 | Aug 2013 - Jan 2014 |
| <ul style="list-style-type: none"> <li>Built ETA Direct library; created Styles &amp; Standards documentation</li> </ul>                                                                                                                                                                                                                               |                     |
| <b>Motorola Solutions   Training Content Developer</b>                                                                                                                                                                                                                                                                                                 | Jun 2013 - Aug 2013 |
| <ul style="list-style-type: none"> <li>Created UPK simulations for Oracle R12; conducted global Train-the-Trainer</li> </ul>                                                                                                                                                                                                                           |                     |
| <b>Meritor   Training Content Developer</b>                                                                                                                                                                                                                                                                                                            | 2012 - 2013         |
| <ul style="list-style-type: none"> <li>Built UPK library for PeopleSoft; managed 10-language content conversions</li> </ul>                                                                                                                                                                                                                            |                     |
| <b>Bling! Magazine   Graphic Designer</b>                                                                                                                                                                                                                                                                                                              | 2005 - 2010         |
| <ul style="list-style-type: none"> <li>Designed magazine covers and advertisements using Photoshop and InDesign</li> </ul>                                                                                                                                                                                                                             |                     |