

SKILLS

- Microsoft Excel, PowerPoint, SharePoint, Teams, Word
- Adobe Acrobat, Connect, InDesign, Photoshop
- Google Docs, Drive, Forms, Sheets, Slides
- Canvas, D2L, Evolve Authoring
- Zoom, Webex
- Mac/PC Operating Systems
- Digital photography
- Desktop publishing
- Project management

EDUCATION

University of Tennessee, Knoxville

2018

- MS in Education with a concentration in Instructional Technology; GPA 3.87
- Graduate certificate in Online Teaching & Learning

Austin Peay State University

2012

- BS in Corporate Communication with minors in Leadership & General Business; GPA 3.69
- Studied abroad at Mid Sweden University in 2011

EXPERIENCE

Instructional Designer & Project Leader

12/2018–present

McKinnon-Mulherin Inc. | Salt Lake City, UT

- Serve as project leader
 - Coordinate meetings, timelines & assigned tasks
 - Document key decisions, questions & action items
 - Update reports to track scope & stick to budget
 - Review materials to ensure they meet best practice standards
- Design, enhance & edit eLearning modules
 - Create & iterate eLearning storyboards
 - Build courses & make edits in Evolve (able to meet accessibility, CEU & CPE standards)
 - Quality check Articulate Storyline & Rise modules
- Develop, edit, test & facilitate ILT & VILT
 - Create & update learning environments
 - Develop & edit facilitator guides & learner materials in Microsoft PowerPoint & Word
 - Design learning materials & interactions for use in face-to-face, Adobe Connect, Webex & Zoom
 - Attend beta testing & make iterative changes based on notes & feedback
 - Create, lead & produce internal information-sharing sessions
- Curate & edit computer-based microlearning & hybrid training

Administrative Specialist

04/2014–06/2019

Educational Psychology & Counseling Department | University of Tennessee | Knoxville, TN

- Restructured & managed departmental website on WordPress
 - Created & reported data from online forms
 - Constantly monitored & updated information
 - Wrote 87 news stories & created 70 student/alumni/faculty spotlights
- Photographed & designed marketing materials
 - Worked with stakeholders to develop brochures, flyers, handbooks, newsletters, email campaigns, informational postcards, etc., according to budget limitations & university brand standards
 - Photographed events, managed archives & edited pictures for digital & print
 - Shot & shared over 4,500 images on departmental Facebook page
- Established & maintained departmental Facebook page (averaged 240 posts a year)

HONORS

Quarterly Employee Spotlight

2019

One employee featured each quarter at Mckinnon-Mulherin—"[In Synthia's] first year, she has proven she can take on a variety of projects and a variety of roles. Her attention to detail and excellent communication skills have been a boon to her projects."

Design & Development Competition Finalist

2018

One of three graduate student teams with a winning proposal to a realistic instructional design problem. Competition comprised of three phases, with a concluding presentation at the Association of Educational Communications & Technology (AECT) International Convention.

Honorable Mention

2018

One of two honorable mentions in logo design competition for the AECT School Media & Technology Division.

John H. Tunstall Outstanding Staff Award

2017

Awarded annually to a College of Education, Health & Human Sciences (CEHHS) staff member for executing their duties in an exemplary manner in support of those programs that prepare teachers, administrators, or others entering the field of education.

Preparing the Professoriate Graduate Program of the Year Award

2017

Recognized by the Graduate Student Senate for promoting innovative professional development for graduate instructors.

College Senate Departmental Staff Award

2016

Recognized a departmental-level non-exempt CEHHS staff person for providing exceptional contributions to his/her department (going above and beyond job expectations to accommodate students and faculty).

PRESENTATIONS

How to Successfully Convert ILT to VILT or eLearning

2020

Complimentary webinar for The Training Associates.

Addressing Graduate Student Resource Needs through a Gamified Design Case

2018

Poster presentation at the AECT International Convention, *Learning for All*.

Let's Talk QUAL: Qualitative Methodological Conversations Outside of the Academy

2016

PechaKucha presentation at the Annual Action Research Network of the Americas Conference.

ORGANIZATIONS & ROLES

Association for Talent Development

2020–present

Smoky Mountain Chapter Member

Art Market Gallery

2017–present

Marketing Committee Member

Tennessee Craft

2015–present

2019–2020 East Chapter Representative of the Governing Board

Camera Club of Oak Ridge

2015–present

2019–2020 Co-Coordinator of Annual Salon & 2015–2018 Scorekeeper of Annual Salon