

# BRYAN O'NEILL

Senior Instructional Designer | Learning Technology Specialist | LMS & Multimedia Learning

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## PROFESSIONAL SUMMARY

Senior instructional designer and learning technology specialist with 10+ years of experience building technology-enabled learning programs in higher education and enterprise environments. Combines instructional strategy, LMS administration, multimedia production, enterprise software training, and IT support experience to create scalable learning solutions that improve technology adoption, workforce capability, and organizational effectiveness. Experienced translating complex systems and stakeholder needs into clear, engaging, accessible learning experiences for large employee audiences.

## CORE STRENGTHS

### Instructional Design & Learning Development

Curriculum design; eLearning development; instructor-led and virtual training; learning needs assessment; training evaluation; job aids; learning analytics

### Multimedia, Video & AI-Enhanced Learning

Camtasia; Adobe Captivate; Vyond Studio; WellSaid AI voice integration; Adobe Creative Suite; video, audio, and visual production

### Learning Technology & Enterprise Systems

LMS administration; LMS course design; enterprise software training; Windows and macOS environments; Active Directory; technical troubleshooting

## PROFESSIONAL EXPERIENCE

### Senior Training and Development Consultant - University of New Mexico

*Albuquerque, NM | 2022 - Present*

- Design and deliver instructor-led, online, and multimedia training programs supporting enterprise technology adoption for 10,000+ university employees across multiple departments.
- Develop eLearning modules, video tutorials, digital job aids, and self-paced resources that simplify complex systems and support university-wide training initiatives.
- Conduct needs assessments and partner with subject-matter experts to define learning goals, clarify technical processes, and produce targeted training solutions for cross-departmental rollouts.
- Administer and support LMS training environments used by thousands of university staff and faculty, bridging instructional design, system support, and learner experience.
- Integrate AI voice technology into eLearning modules to improve accessibility, production efficiency, and learner engagement.
- Evaluate training effectiveness using LMS analytics, learner feedback, and performance data to guide improvements.

### Technical Training Consultant - University of New Mexico

*Albuquerque, NM | 2018 - 2021*

- Designed instructor-led, web-based, and multimedia training programs supporting university technology platforms and enterprise software adoption.
- Collaborated with subject-matter experts to translate technical procedures into clear learning experiences, tutorials, and performance-support materials.
- Developed job aids, video tutorials, and multimedia learning assets to support end users through system and process changes.
- Researched emerging learning technologies and recommended improvements to training delivery, content development, and learner support.

### Instructor - University of New Mexico

*Albuquerque, NM | 2017 - 2020*

- Developed lesson plans, instructional materials, and learning activities supporting technology-related coursework.
- Designed course content for both Windows and macOS platforms, helping learners build practical technology skills.

### IT Support Technician II - University of New Mexico

*Albuquerque, NM | 2016 - 2018*

- Provided technical support for students, faculty, and staff across campus technology systems, strengthening user-centered troubleshooting and communication skills.
- Installed, configured, and troubleshoot software, hardware, network systems, video conferencing tools, and lecture-capture technologies used for instruction.
- Managed user accounts and system access using Active Directory and ITIL-aligned support practices.

### Instructional Design Intern - University of New Mexico

*Albuquerque, NM | 2016*

- Developed online learning courses and digital training materials for faculty and staff.

## **IT Support Technician I - University of New Mexico**

*Los Lunas / Albuquerque, NM | 2013 - 2016*

- Delivered technical support and troubleshooting for faculty and staff across multiple campus locations.
- Installed and maintained Windows and Apple systems in computer labs and offices; managed system imaging and lab setup for campus technology environments.

## **Audio Visual Technician - University of New Mexico**

*Albuquerque, NM | 2012 - 2013*

- Maintained and operated audio-visual systems supporting classroom instruction and campus events.

## **EDUCATION**

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Master of Arts - Instructional Design, University of New Mexico (2017)

Bachelor of University Studies - Digital Media, University of New Mexico (2010)

Associate of Arts - Liberal Arts, Central New Mexico Community College (2008)

## **ADDITIONAL EXPERIENCE**

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Extensive background in live multimedia production, audio systems, lighting, and event technology, contributing strong audiovisual storytelling and technical production skills to learning design work.