

# Charisma Hall



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Santa Clarita, California



[CharismasWork.com/](http://CharismasWork.com/)

## SUMMARY

- Certified Level 1 & 2 Instructional Designer who designs, develops, and delivers instructional materials and courses. I am holding a master's degree in Instructional Design & Technology.
- A wide range of skills, including pedagogy (the method and practice of teaching), videography, and multimedia design. Specialized training in website development, with the incorporation of adult learner theories along with design strategies to maintain learner engagement in course content. Along with skills focused on making content that promotes business, including footage for commercials, conference presentations, school events, and personal engagements.

## EDUCATION

**Master of Science, Instructional Design & Technology | California State University, Fullerton, GPA 4.0** Fall 2017 – Summer 2019

**Bachelor of Arts, Psychology | California State University, Dominguez Hills, GPA 3.6**  
Fall 2010 – Spring 2012

## PROJECT MANAGEMENT SKILLS

- Strong interpersonal and written communication skills for collaborating with professionals.
- Strong organization, project management, problem-solving, and research skills.
- Identify and respond to ethical, legal, and political implications of design in the workplace.
- Multitasking skills for working with many members at once, collaborating with administrators, faculty, staff, and students.

## TECHNICAL SKILLS

- Creative thinking with an eye for detail
- Learning Management Systems (LMS: Elentra, Saba, Blackboard)
- Microsoft 365 (Word, Excel, PowerPoint, SharePoint, & Teams)
- Adobe Creative Cloud (Premier Pro, Audition, Photoshop, Illustrator, & Adobe Captivate)
- Articulate Storyline 360; Camtasia
- Audio & Video, Lighting Equipment

## PROFESSIONAL EXPERIENCE

### Curriculum Coordinator | Office of Medical Education

Kaiser Permanente School of Medicine (KPSOM), Pasadena, California  
2024 – Present

May

- My role and responsibilities as a contingent Curriculum Developer (Coordinator) were carried over to my permanent position as a Curriculum Coordinator. However, I have been able to perform beyond my traditional responsibilities in this role.
- Support the creation of multimedia instructional content, including videos, and digital resources. Plan, film, and edit video materials for various educational projects (e.g., Narrative Medicine, Health Systems Science: Clinicians Focus Group & Family Focus Group). Assisted with filming and live-streaming event (All Hands Team Meeting).
- Apply Project Management Professional (PMP) methodologies to manage and oversee curriculum design and educational initiatives. Develop and maintain project timelines, budgets, and resources, ensuring projects are completed on time and within scope.
- Provide ongoing support and professional development to faculty in curriculum design, implementation, and technology integration. Assist faculty with course development and the integration of assessments and multimedia content into their courses.

### **Curriculum Developer | Office of Medical Education**

Mastech Digital, Pasadena, California

Sept 2023 – May 2024

- Oversaw the planning, delivery, and logistics of educational programs. Ensure the curriculum is properly maintained and updated within the LMS (Elentra), ensuring content accuracy, accessibility, and organization. Created and managed learning events, upload course materials, and incorporate assessment tools and evaluation items.
- Provided comprehensive support to over 20 faculty members, ensuring resources are available and assist in effective curriculum delivery. Assisted faculty in integrating technology and digital tools to enhance teaching and learning experiences.
- Facilitated day-to-day logistics for educational sessions, including room reservations, IT and AV system setup, and coordination of materials. Managed the production of meeting minutes for subcommittee meetings and follow up on action items.
- Ensured the integrity and accurate administration of exams, including proctoring and record-keeping of exam proceedings. Maintained the gradebook, collected evaluation and assessment data, and support faculty in preparation for final grade submission.
- Handled financial transactions related to curriculum activities, including honorarium. Procured supplies necessary for the implementation of courses and educational events. Assisted with managing budget reports for curricular events, ensuring financial integrity and accuracy.

### **Administrative Aid | Training Compliance & Production Service**

County of Los Angeles, Health Services, Commerce, California

July 2018 – September 2023

- Managed HR-related tasks such as ensuring training compliance and addressing employee inquiries related to training programs. Developed and facilitated various training programs, including onboarding, compliance campaigns, and employee development initiatives.
- Facilitated Nurse Competency Proctor Trainings by demonstrating role functionalities for Nurse Competency Exams.
- Collaborated with Subject Matter Experts (SMEs) to develop engaging and effective e-learning courses. Designed interactive learning activities, assessments, and multimedia elements (e.g., quizzes, drag-and-drop features) that enhance knowledge retention and transfer.
- Designed and revised Web-Based Training (WBT) programs that enhance learning outcomes. Uploaded WBTs to the Learning Management System (LMS), ensuring smooth access for employees and proper system configuration through quality assurance.
- Managed and updated the department's website to ensure it aligns with company branding and strategic goals.

### **Higher Ed Communication & Events Coordinator, G.A. | Educational Leadership**

California State University, Fullerton, California

June 2017 – September 2017

- Developed and implemented communication plans to maintain strong relationships with alumni. Coordinated alumni participation in departmental events, ensuring continuous involvement in educational initiatives.
- Lead and facilitated focus group discussions, particularly with international exchange students, to gather feedback and insights that will inform academic program improvements and student support services.
- Managed and maintained accurate and organized alumni databases. Regularly updated contact information and track engagement activities to ensure smooth communication.

- Connected the department with various social media platforms to enhance digital engagement. Fostered a sense of community among alumni and promote departmental events and initiatives.
- Supervised and managed student workers, delegating tasks effectively to ensure efficient completion of daily responsibilities. Provide guidance and support to ensure student engagement with departmental activities.

### **Research Analyst / Assistant | Institutional Effectiveness, Research & Planning**

Cerritos College, Norwalk, California

April 2015 – May 2017

- Conducted independent research to support institutional initiatives, with an emphasis on regulatory compliance (Title 5 regulations) and workforce development.
- Performed prerequisite validations and disproportional impact analyses for courses, ensuring alignment with Title 5 regulations issued by The Chancellor’s Office of California Community Colleges.
- Contributed to the success of the Trade Adjustment Assistance Community College Career Training (TAACCCT) grant by collecting and recording wage data to support employment outcomes for students.
- Compiled critical data and create executive summaries that effectively communicate research findings to internal and external stakeholders.
- Prepared and presented technical reports, statistical analysis, and other documents for various committees, faculty, staff, and administration.

### **Substitute Teacher | Direct-Ed Educational Services**

Woodland Hills, California

April 2016 – August 2016

- Provided oral classroom instruction.
- Followed all instructions given by the absent teacher.
- Managed classroom order and student behavior.
- Created a substitute report at the end of each day.

### **Senior Instructional Assistant, Behavioral Challenged | Special Education Department**

Downey Unified School District, Downey, California

March 2014 – August 2015

- Observed, monitored, and recorded student behavior according to approved procedures.
- Collected and maintained data on IEPs and individual behavior plans.
- Assisted with classroom instruction.

### **Shift Lead Youth Counselor (YC), Transportation, YC | Star View Adolescent Center**

Torrance, California

March 2013 – September 2014

- Provided mental health services to youth requiring intensive residential treatment.
- Supervised staff and units as well as coordinated and monitored team meetings and shift-change reports.
- Operated a 15-passenger vehicle, carrying clients to various appointments.
- Promoted and assisted clients with self-help skills across a variety of daily living activities.

## **CERTIFICATIONS**

### **Project Management Certifications**

Project Management Professional (PMP) | Project Management Institute

October 2024

## **Instructional Design Certifications**

Instructional Design Level II   California State University, Fullerton	May 2019
HTML Essentials Training   Lynda.com	February 2019
Instructional Design: Adult Learners   Lynda.com	January 2019
Instructional Design Level I   California State University, Fullerton	December 2018
UX Design   Lynda.com	December 2018
Learning Captivate 8   Lynda.com	December 2018
Captivate 9: Drag-and-Drop Interactions   Lynda.com	December 2018
Captivate 9: Quizzes   Lynda.com	December 2018

## **PRESENTATION EXPERIENCE**

### **Instructor-Led Trainings**

#### **School Resources & Technologies Elentra | KPSOM**

August 2024

- Conducted a training session for first-year doctoring students as part of the Early Immersive Experience course, *School Resources & Technologies Elentra*. I guided students through the Elentra learning management system (LMS), providing hands-on instruction on navigating the platform as a student user. The training covered essential features related to their coursework, including accessing course materials, managing exams and quizzes, and utilizing key resources to enhance their learning experience. This session ensured that students could effectively engage with the LMS to support their academic success.

#### **Education Competency Process | County of Los Angeles**

December 2018 – March 2019

- A critical role in ensuring the integrity of educational competency testing through proctoring. Spearheaded the training process for proctors involved in nurse competency testing exams, emphasizing the significance of maintaining high standards in evaluating healthcare professionals.

#### **Profession Development| CSU Fullerton, Educational Leadership**

July - December 2017

- Conducted meticulously organized professional development workshops for students within a higher graduate program, fostering their growth and skill enhancement as student professionals.

#### **Educational Master Plan Charrette | Cerritos College**

February 2017

- Speaker (Theme H Workshop), Enhancing External Communication & Brand Identity.
- Played a key role in contributing innovative branding ideas. Successfully integrated marketing strategies for school brand awareness and facilitated the donation of free food resources to address hunger among students.