

Amy Lezell Heber

RESUME

[Portfolio](#)

amyheber.com

(312)560-3121

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SUMMARY

- CPLP certified, 15 years+ experience., and award-winning senior Learning Experience Designer
- Expertise in Storyline, Camtasia, Descript, PowerPoint Working knowledge of Excel, Word,, Adobe Creative Suite, Vyond, and Wix

EDUCATION

New York University B.A. English Literature

Thunderbird School of Global Management M.B.A. International Business

EXPERIENCE

Instructional Designer

United Airlines

July 2024 – March 2025

- Created detailed how-to videos documenting mobile app cargo warehouse procedures
- Created annual review course documenting catering vehicle and equipment security according to strict FDA procedures

Senior/Lead Instructional Designer – Expert Knowledge Digitization

Berkley Custom Insurance Managers (a Berkley Company) Fortune 500 Size

Aug 2020 – July 2024

- Shared company-wide industry knowledge through a series of 76 video interviews
- Designed and developed a secure SharePoint Knowledge Center site to host videos, courses, and reference materials
- Created several polished internal marketing videos

Senior Instructional Designer

IAT Insurance

Sep 2019 – Aug 2020

- Contributed to transforming the IAT Excess Underwriting group to a customized Duck Creek platform
- Created over 25 step-by-step instructional “how to” videos for specific process flow steps
- Developed a SharePoint 360 site to host learning materials and resources

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Senior Instructional Designer – Underwriting

Allianz SE Fortune 100

Oct 2018 – Sep 2019

- Participated as the Instructional Designer in the 45-member Excess and Umbrella team tasked with transforming Allianz's underwriting legacy system to the CUBE global standard
- Documented workflows in fast-paced AGILE development cycles
- Created over 70 learning materials, exceling in video "How Tos" and gaining extensive knowledge of insurance industry underwriting processes

Lead eLearning Instructional Designer

Northwestern Medicine

Jul 2017 – Sep 2018

- Designed over 50 eLearning courses related to EPIC installations using Storyline.
- Provided up-to-date eLearning content during GoLive.
- Redesigned 4 ILT courses into eLearning platforms.

Additional Learning Experience Designer Experience

2002 -2017 (Assorted)

Motorola, Accenture, Baxter, Anthem, Healogics, Kehe, CNA, AT&T, Avison, and CDC

CERTIFICATIONS

CPTD - Certified Professional in Talent and Development

Association of Talent and Development td.org

Camtasia Voyager Certification

AWARDS

First Place, eLearning Guild Lingo's Global Giveback Competition www.articulate.com/blog/see-how-these-e-learning-developers-are-making-the-world-better/