

amy.heber@gmail.com  
(312)560-3121

**AMY HEBER**  
**RESUME**

**SUMMARY**

- CPTD 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**

**Senior/Lead Instructional Designer – Expert Knowledge Digitization**

*Berkley Custom Insurance Managers (a Berkley Company) Fortune 500 size*

**Aug 2020 – Present**

- Shared company-wide industry knowledge through a series of 75 video interviews
- Designed and developed a secure SharePoint 365 Knowledge Center site to host videos, courses, and reference materials
- Created several polished internal marketing videos

**Senior Instructional Designer**

*IAT Insurance Group*

**Sep 2019 – Aug 2020**

- Participated in transforming IAT Excess Underwriting group from legacy underwriting system to a customized Duck Creek platform
- Created over 25 software-specific step by step videos to facilitate the online learning experience
- Created a SharePoint 360 site to house all available learning materials and resources

**Senior Instructional Designer**

*Allianz SE Insurance*

**Oct 2018 – Sep 2019**

- Included as a key member of 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, excelling in video "How Tos" and gaining extensive knowledge of insurance industry underwriting processes

**Lead eLearning Designer**

*Northwestern Medicine*

**Jul 2017 – Sep 2018**

- Created over 50 eLearning courses related to EPIC installations using Storyline
- Provided up-to-date eLearning content during GoLive
- Redesigned 4 multi-hour ILT courses into eLearning platforms
- Learned the EPIC operating system for computer simulation training purposes

**Additional/Misc. Learning Experience Designer Experience**

Motorola, Accenture, Baxter, Anthem, Healogics, Kehe Foods, CNA Insurance, AT&T, Avison, and CDC  
**2002 – 2017**

## **CERTIFICATIONS**

**CPTD – Certified Professional in Talent and Development**

Association of Talent and Development td.org [Verify](#)

**Camtasia Voyager Certification**

Techsmith [Verify](#)

## **AWARDS**

[First Place, eLearning Guild Lingo's Global Giveback Competition](#)

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