

Diana Moore

Instructional Designer • Technical Trainer

Derry, NH

• [LinkedIn](#) • [Portfolio](#)

EDUCATION

PhD, Educational Technology – Nova Southeastern University
MFA, Creative Writing – Cedar Crest College
MS, Library & Information Science – Drexel University
BA, History – Indiana University of Pennsylvania

CERTIFICATES

UX/UI Design – Designlab
Agile Coach – TechFleet

CORE SKILLS

- **Learning Design:** Instructional design, e-learning, SOPs, job aids, instructor-led training, change management
- **Authoring & Media:** Articulate Rise/Storyline, Captivate, Camtasia, Vyond, Snagit, Adobe Creative Suite, Canva
- **LMS & Platforms:** Blackboard, Moodle, Canvas, D2L, Sakai, SumTotal, SuccessFactors, Axonify
- **UX/Web:** Figma, Miro, prototyping, wireframing, HTML5, CSS, JavaScript, WordPress, Webflow

LANGUAGES

Spanish • German • French

COMMUNITY SERVICE

- TechFleet, Agile Coach & Instructor
- AMC NH Chapter Chair, Leader & Instructor
- Best Buddies NH Advisory Board Chair

PROFESSIONAL SUMMARY

Instructional designer, L&D specialist, and technical trainer with 10+ years of experience creating learner-centered e-learning, SOPs, software training, and change management solutions. Combines instructional design, UX/UI thinking, research methods, and multimedia development to translate complex concepts into practical, accessible learning experiences that improve adoption, confidence, and performance.

EXPERIENCE

Lead Instructional Designer • LearningMate / Chegg Skills | Jan 2026–Present

- Designed learner-centered e-learning and training that translate complex content into practical, engaging skill-building programs.
- Applied UX research, instructional design, and adult learning principles to improve clarity, adoption, and learner confidence.
- Collaborated with stakeholders and SMEs to align learning objectives, assessments, and content strategy with learner and business needs.

Instructional Designer • Intealth | Jan 2026–Jun 2026

- Developed training, SOPs, and learning assets that supported software adoption, process consistency, and change initiatives.
- Converted technical and procedural information into clear, user-focused materials for diverse learners and operational teams.

L&D Training Specialist | Software Trainer | Change Management Consultant • National Grid | Jan 2022–Oct 2025

- Delivered software training and change management support for adult learners, emphasizing practical application and confidence.
- Used interviews, surveys, analytics, and learner feedback to identify needs, refine training solutions, and support adoption.

Instructional Designer • Brandman University / UMass Global | Feb 2015–Dec 2021

- Created online, blended, and instructor-led learning using e-learning tools, multimedia assets, and LMS platforms.
- Supported course quality, accessibility, and learner engagement through instructional design consultation and digital content development.

Additional Experience:

- Director of Online Learning, New England College | 2012–2015
- Library Director/ Emerging Tech Librarian, Various Colleges | 2001–2012