

from the desk of

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LARGENT

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## Certifications

### Apple

- Certified Associate in Mac Integration
- Apple Certified Support Professional
- Apple Certified iOS Technician

### Scrum Alliance

- Certified Product Owner
- Certified Scrum Master

### CompTIA

- CompTIA A+ Certification
- CompTIA Project+ Certification

## Education

**Master of Science** in Instructional Design and Technology, Workplace Design & Performance **and** Teaching, Learning, & Leadership

| **University of North Alabama**

| May 2024 | Summa Cum Laude

**Bachelor of Science** in Interdisciplinary Studies Business, Computer Science, and Project Management

| **Liberty University**

| Dec 2021 | Cum Laude



Delta Sigma Pi



Phi Kappa Phi

## Awards

**AppleCare Excellence Award (ACEA)** |

June 2016 & Feb 2023

## Summary

Energetic and innovative, I bring a unique blend of practical tech skills and creative design thinking to my training projects. With a foundation in technical customer support, I skillfully combine user-centric, andragogical perspectives with technical know-how. I am dedicated to continuous improvement, valuing constructive feedback to refine my work. My leadership style is grounded in servant leadership principles. My approach to project management is agile and responsive, focusing on accountability and forward-thinking strategies.

## Experience

### Instructional Designer, Apple Inc, Remote

2023 - Current	Instructional Designer (Guided Path)
2016 - 2023	Senior Specialist (Media Development Team)
2013 - 2015	T2 Technical Care (iOS & Mac)
2012 - 2013	T1 Technical Care (iOS)

- Developed e-learning modules reaching over 38,000 global users using ADDIE, with heavy cross-functional collaboration, while maintaining strict confidentiality.
- Crafted multiple instructor-led modules for the newly focused Advisor onboarding and mentoring training from design to delivery.
- Founded and project managed the Media Development Team, transitioning 45+ tech reps to developers, and instituted comprehensive training/policies.
  - This initiative established the MDT as a pipeline for 'flex instructional design.' I actively participated in the pilot, contributing to a program that continues successfully.
- Developed and sustained ILT workshops for AppleCare Continuity+ for 6+ years.
- Excelled as Senior Advisor Trainer for 2 years and Flex Senior Specialist for 6 years, maintaining a high instructor rating of 4.67/5.
  - Achieved key instructional certifications: Instructor Qualification Course (IQC), Virtual Instructor Qualification (VQC), H2H T3, and accreditation.
- Founded the communications team, steering policy development and leading seamless transitions across three platforms.

## Rotations/Experiences

- Apple Retail | **Genius Rotation**
- AppleCare Training | **Senior Advisor Trainer**
- Corp Procurement | **Facilitator & Instructional Designer**
- AppleCare Training | **Instructor**
- AppleCare Training | **Flex Instructional Designer**

## Skills

### Technical Skills:

- iWorks, Microsoft Office
- Video Editing: Camtasia / Final Cut Pro / Compressor
- Design and Development: Adobe Captivate, Illustrator, Pixelmator Pro; HTML Editing, Rise 360
- LMS (AppleLearn, Canvas)

### Instructional Design:

- Methodologies: ADDIE, Bloom's Taxonomy
- Learning Theories: Andragogy (Adult Learning Theory), Pedagogy (Learning Theory)

### Project Management:

- Tools: Wrike, Miro, Quip, MS Project