

## Education

### M.S. Classroom Technology

Wilkes University

### B.A. English & Teaching Certificate

Shippensburg University



# DARCY GOSHORN

Training Development • Learning Design • Leadership

## Objectives

I am on a quest to help people see, feel & learn. I strive to rid the world of bad learning by thoughtfully designing and applying instructional technology and data. I lead agile production of accessible, responsive learning objects and events with enthusiasm, creativity, and determination.

## Software Tools

HTML5+CSS3	<div style="width: 100%;"></div>
LMS	<div style="width: 100%;"></div>
Adobe Suite	<div style="width: 100%;"></div>
Articulate	<div style="width: 100%;"></div>
JavaScript	<div style="width: 100%;"></div>
WordPress	<div style="width: 100%;"></div>
Microsoft 365	<div style="width: 100%;"></div>
API	<div style="width: 100%;"></div>

## Certifications

- Certified Trainer  
Situational Leadership II,  
Dec 2020
- Leadership Saint Leo  
CODA Partners, Jan 2018
- Online Facilitator  
Quality Matters, Jun 2015
- Peer Reviewer  
Quality Matters, May 2015
- Applying the Quality  
Matters Rubric  
Quality Matters, Jan 2015
- Secondary Language  
Arts Instruction  
Pennsylvania Department  
of Education, May 2004

## Achievements

- 2,263 hours of faculty development delivered
- 18 years of instructional technology experience
- 77 online courses developed
- 15 conference presentations delivered
- 3 languages spoken & read

## Summary

I'm a confident & candid learning & technology leader, whose passion is helping people see things, feel things & change. I've worked in that turbulent intersection between, teaching, learning and technology for 18 years. After starting my career as a high school language arts and journalism teacher in 2004, I shared my passion for learning and teaching with primary, secondary & college educators from Pennsylvania to Florida, and even in frozen Oslo, Norway. I've designed and engineered online, face-to-face, and blended instruction for international organizations in the higher education, hospitality, cybersecurity & banking industries. I currently lead Citi's Digital Learning Design & Development team at their Senior Manager/VP. My vision is leading a team of fellow learning-focused practitioners who serve as learning business partners that foster growth & excellence throughout an organization.

## Work Experience

- CURRENT** April 2022 - Present  
**Learning Design & Development Senior Manager, VP**  
Citi, Tampa, Florida  
I lead a team of expert learning engineers, responsible for global Digital Learning processes. We develop learning using next-gen development platforms such as Area9 Rhapsode. We work to drive business performance by connecting employees with relevant, innovative learning experiences at the point of need.
- 10 MOS June 2021 - April 2022  
**Senior Instructional Designer**  
ReliaQuest, Tampa, Florida  
I led the design & development of training solutions for Detection & Engineering operations in our Security Operations Center. I connected business outcomes with learning, engineered hybrid training programs, and facilitated content, including technical skills, leadership development, mindset, and sales enablement.
- 24 MOS June 2019 - June 2021  
**Instructional Designer**  
Bloomin' Brands, Inc, Tampa, Florida  
I led training solutions for field operations & organizational objectives. I identified business outcomes, engineered online & on-ground training programs, and facilitated & organized content, including technical skills, leadership development, food & beverage processes, and guest service.
- 22 MOS July 2016 - June 2019  
**Senior Faculty Development & Enrichment Specialist**  
Saint Leo University, Saint Leo, Florida  
I fostered trust, value, empathy, and self-growth, by leading and supporting faculty in effective teaching and learning strategies for face-to-face, blended, and online learning environments in one-on-one, small group, and large group settings. I supported full LMS transition from eCollege to the Brightspace LE, including administration of organization, course content, user management & user experience.
- 53 MOS Jan 2014 - Present  
**Adjunct Professor**  
Saint Leo University, Saint Leo, Florida  
In both eCollege & Brightspace LE, I delivered online instruction for EDU 228 Educational Technology for undergraduate students. I also facilitated FDT 113 Teaching in the 21st Century and FDT 105 Active Learning faculty development workshops.
- 21 MOS Nov 2014 - July 2016  
**Instructional Design Specialist**  
St. Petersburg College, Clearwater, Florida  
I managed the design of online courses, including project management, web front-end development, learning object development, and Quality Matters course reviews, in the Brightspace LE (D2L). I also provided training, course development consultations and support to faculty teaching online classes.
- 28 MOS Jul 2012 - Oct 2014  
**Instructional Technologist**  
Saint Leo University, Saint Leo, Florida  
I supported faculty in effective instructional practice using classroom and video-conferencing technology, including consulting and training services to faculty in the development of effective teaching and learning strategies for face-to-face, blended, and online learning environments.
- 12 MOS Jul 2011 - Jun 2012  
**Coordinator of Learning Technology**  
Oslo International School, Oslo, Norway  
I executed strategic planning, including writing a technology vision that supports both student and staff learning. I also coordinated technical solutions, resource management, teaching staff support and training, and learning technology staff leadership.
- 83 MOS Jun 2004 - Jun 2011  
**Instructional Technology Integrator & Instructor**  
East Pennsboro Area School District, Enola, Pennsylvania  
I managed and supported all varieties of instructional technology. I taught, modeled, and evaluated the effective integration of technology into the daily tasks of faculty. I also managed grant compliance. Other duties included theater technology management and language arts and journalism instruction.