Charlo (Chaoxun) Jiang

charlo.jiang@alumni.utoronto.ca | +1 647-866-8728 | Toronto, ON

HIGHLIGHTS OF QUALIFICATIONS

- Learning developer with experience designing and developing eLearning, video and blended learning for corporate, public-sector and academic audiences, including the pilot course for MPAC's first external, paid curriculum.
- Applied knowledge of Adult Learning Principles, instructional design practices (ADDIE), agile project management, UX design, LMS, and various learning solutions (micro-learning, eLearning, blended, in-class, train-the-trainer).
- Expertise in designing accessible learning experiences using UDL principles and adhering to AODA and WCAG guidelines.
- Visual design skills grounded in a background in illustration and digital painting, applied to course layouts, graphics and animation.
- Proficient with Articulate Rise 360 & Storyline, Camtasia, CapCut, Vyond, Adobe Creative Suite (Photoshop, Illustrator, Captivate), and AI tools for video generation and custom component development.

PROFESSIONAL EXPERIENCE

Learning & Development Developer *Apr 2025 – Present*

Municipal Property Assessment Corporation (MPAC) / Toronto, ON

- Selected to lead the design and development of the pilot course for FAME, MPAC's first external, paid curriculum for Ontario municipalities, refining it with municipal partners, account managers, SMEs and L&D; the pilot became the design template for all 12 courses in the series.
- Introduced custom code blocks to MPAC's Rise 360 courses, using AI-assisted development to build accessible interactive components with embedded audio narration; created reusable templates and a prompt-based workflow that the course development team now uses as standard practice.
- Produced and edited videos in Camtasia, from software tutorials for the launch of MPAC's new core assessment platform to animated intro videos for FAME courses, along with job aids; revised materials based on feedback from train-the-trainer sessions.
- Developed Storyline and Rise courses for MPAC's 2,000 employees, including annual mandatory training, working from storyboards or directly with SMEs to turn complex source content into clear, learner-friendly flows and design knowledge checks aligned to learning objectives.
- Created animated explainer videos in Vyond, from script and storyboard to AI voiceover, making complex topics such as the Annotated Assessment Act easy to follow.

eLearning Designer *Jun 2021 – Jan 2025*

Self-Employed / Toronto, ON

- Collaborated with diverse stakeholders to manage learning projects from start to finish, encompassing needs analysis, design, development, implementation, and evaluation, ensuring that all learning objectives were effectively met and properly aligned.
- Designed and implemented a variety of educational solutions to accommodate different learning preferences, including instructor-led sessions, self-paced eLearning, and concise micro-learning modules, enhancing educational effectiveness.
- Developed 30 interactive eLearning modules on platforms such as CoSpaces and Mozilla Hubs, incorporating animated gamification, AR/VR simulations, and AI-generated elements to create technology-enhanced learning experiences.
- Conducted regular testing of educational materials to meet Web Content Accessibility Guidelines (WCAG) and ensure SCORM compatibility across multiple learning management systems (LMS), upholding excellence in accessibility and inclusivity.

English Teacher / Instructional Designer *Jul 2017 – Mar 2025*

GEDU.ORG / Remote

- Liaised with subject matter experts to create a suite of tailored learning solutions following thorough needs assessments, crafting eLearning, blended, and in-class solutions that cater to varied learning styles and preferences.
- Leveraged the ADDIE model to design instructional resources, such as storyboards, learning materials, and knowledge assessment, enhancing the educational experience and improving learning outcomes.
- Crafted customized, interactive eLearning content featuring multimedia elements such as graphics, videos, and 2D/3D animations, effectively boosting engagement and retention in language education.
- Designed evaluation metrics and developed comprehensive assessment tools, collecting and analyzing data from online surveys and assessments to provide actionable insights for ongoing educational enhancements.

EDUCATION

Master of Education in Curriculum and Pedagogy, OISE, University of Toronto 2023

Honours Bachelor of Science in Human Biology & Statistics, University of Toronto 2021

SKILLS

Professional Knowledge: Instructional Design, Storyboarding, Video Production, Graphic Design, UX Design, Agile Project Management, Accessibility (WCAG, AODA), UDL, SCORM, AI, VR/AR.

Technical Skills: Articulate Rise 360 & Storyline, Camtasia, CapCut, Vyond, Adobe Creative Suite (Photoshop, Illustrator, Captivate), Absorb LMS, AI video generation (Dreamina), HTML/CSS (AI-assisted), Figma, Microsoft Office, Python, Procreate, ZBrush.