Kristen Dunlap

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Learning Technology Specialist

LMS Administration | Learning Technology Integration | Accessibility Review and Remediation

Experienced learning technology leader with extensive expertise in managing, customizing, and optimizing Learning Management Systems (LMS) to enhance learning outcomes and support institutional goals. Proven expertise in ADA compliance, instructional design, LMS template creation, and faculty training. Skilled at collaborating with IT teams, instructors, instructional designers, and academic leaders to deliver innovative, accessible, and user-friendly technological solutions.

Key Skills and Technical Proficiencies

- **Learning Management Systems (LMS):** Proficient in D2L Brightspace, Canvas, Blackboard, Moodle, Coursera, and Google Classroom.
- **Instructional Design & Accessibility:** Skilled in ADDIE, Agile Design, Universal Design for Learning (UDL), OSCQR, and conducting accessibility audits/remediation for LMS platforms and instructional materials.
- **Learning Technology Tools:** Expertise in Perusall, Hypothes.is, VoiceThread, Feedback Fruits, Turnitin, Poll Everywhere, MindTap, and more.
- **Content Development & Management:** Proficient with iSpring, H5P, Articulate Rise, Adobe InDesign, Adobe Experience Manager, Google Suite, and Microsoft Office.
- **Video Production & Editing:** Skilled in Kaltura, Panopto, YouTube, and Adobe Premiere.
- **Technical Skills:** Knowledgeable in HTML, CSS, basic JavaScript, LaTeX, and Cidi Labs DesignPLUS.
- **Project Management Tools:** Experienced with Smartsheet, Asana, Miro, Slack, Zoom, and Microsoft Teams.
- **Faculty Support & Training:** Skilled in technical troubleshooting, user management, and delivering professional development sessions to faculty and staff.

Professional Experience

iDesign, Dallas, TX

Learning Technology Manager (June 2022 – November 2024)

- Led the development of ADA-compliant LMS templates and course assets for higher education and corporate institutions.
- Managed the Digital and Document Accessibility Team, integrating accessibility practices into project workflows.
- Mentored and trained the Learning Technology Coordinator team, enhancing their technical and project management skills.
- Partnered with graphic designers to deliver cost-effective, creative solutions for interactive course elements.
  Key Achievements:
  - Developed and implemented innovative, standardized LMS templates, reducing cost and course setup time.
  - Provided technical leadership and expert-level LMS support to faculty, academic leaders, and internal teams.

Learning Technologies Administrator (January 2022 – May 2022)

- Provided educational technical recommendations to support institutional goals and partner needs.
- Designed internal training programs focused on accessibility and instructional technology best practices.

Instructional Technologist Coordinator (May 2020 – December 2021)

- Collaborated with partner IT, faculty, and instructional designers to optimize LMS templates and improve user experience across institutional platforms.

- Created comprehensive guides for course build processes and technology integration.
- Developed support hubs for students and faculty, providing resources, troubleshooting tools, and strategies for success in the online learning environment.

Lead Instructional Technologist (November 2019 — May 2020)

- Developed and upheld standardized Learning Management System (LMS) templates and build standards, promoting consistency and efficiency in course development.
- Mentored both seasoned and new instructional technologists in project-specific processes, contributing to their professional growth and the team's overall success.

Instructional Technologist (May 2018 – October 2019)

- Built customized online courses in Canvas, D2L, Blackboard, and Moodle, incorporating clean HTML and accessibility best practices.
- Provided faculty with technical recommendations, enhancing their ability to deliver effective online instruction.

Fairfield ISD, Fairfield, TX

Campus Technology Coach (June 2016 – June 2020)

- Designed and implemented district-wide professional development programs to enhance technology integration in classrooms.
- Developed an asynchronous online badge program for educator skill development.

Media Center Specialist (August 2018 – June 2020)

- Managed the school library and led a student broadcast program using advanced multimedia tools like Adobe Premiere and green screen technology.

Certified Classroom Teacher (August 2009 – June 2020)

- Taught science, digital media, and elementary subjects, integrating technology to enhance student learning.

Education

- **Master of Science in Learning Technologies** – University of North Texas, Denton, TX
- **Master of Arts in Teaching, Science Education** – University of Texas at Dallas, Richardson, TX
- **Bachelor of Science in Biology** – Southern Methodist University, Dallas, TX

Certifications

- Instructional Systems Design Certificate (University of North Texas)
- Certified Classroom Teacher (EC-12, Composite Science Certification)
- Essential Skills in Adobe InDesign Professional Certificate (Certified by Adobe and LinkedIn Learning)

Awards

- Innovative Learning Design Award (University of North Texas)
- Fairfield ISD Teacher of the Year