

Lucia Carr

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Enthusiastic and highly committed freelance digital learning developer, able to use multiple authoring tools and software to create engaging, interactive learning to meet company objectives and goals.

Skills & Knowledge

- Excellent communication skills, both written and verbal
- Managing stakeholders
- Strong organisation and time management skills
- Leading/managing multiple projects simultaneously
- Reporting effectively on progress
- Managing people with different skillsets

Technical Skills

- Storyline 360
- Bespoke eLearning Authoring Tools
- Adobe Photoshop, Illustrator, Acrobat, Edge and Animate CC
- Web and User Interface design
- HTML and CSS
- Project Management
- Microsoft Word, Excel and PowerPoint
- W3C standards and accessibility

Employment

March 2020 to Present

Freelance Digital Learning Designer and Developer

I have worked with many companies, including retail, NHS, insurance, and the hospitality sector:

- Developing online training on various subjects using Storyline 360 and other digital learning authoring tools
- Producing digital learning that flows well, is creative, engaging, and delivers results
- Creating graphics using software, such as Adobe CC
- Interpreting complex content and spotting grammatical errors
- Working collaboratively within a team as a remote worker
- Designing content suitable for translation, then reformatting in the new language
- Collaborating with companies to solve performance issues using digital learning

February 2019 to March 2020

Digital Learning Developer / Creative Director at ThermaFY (Start-up company)

- Developing online training modules from conception to publication on the use of the software, thermal imaging, and processes
- Developing downloadable materials to sit alongside training modules, highlighting the main objectives of the learning
- Designing brand guidelines, brochures, and leaflets for print and online
- Creating complex PowerPoints for sales pitches
- Building, updating and managing multiple websites on WordPress and Shopify
- Defining processes, creating style guides, and managing multiple projects

January 2017 to January 2019

Head of Creative Development at Flow Hospitality Training Ltd

After 2 years as a multimedia developer at Flow Hospitality Training I was promoted to Head of Creative Development to manage the team. My responsibilities included:

- Setting the creative direction for all projects from the offset
- Managing 10 team members as well as freelancers during busy periods
- Using creative design skills to drive the development and enhancement of modules
- Evolving processes & procedures within the team to increase efficiency & maintain quality
- Overseeing all projects and quality checking work
- Managing bespoke client projects, working with clients such as Diageo, YO! Sushi, Five Guys, Sodexo, Rick Stein, Guinness and Harvey Nicols

January 2015 to January 2017

E-Learning Multimedia Developer at Flow Hospitality Training Ltd

- Creation of new, and enhancement of existing training modules using Flow Content Management System and Adobe Photoshop, Animate CC and Edge Animate
- Participating in kick-off and design sessions for new modules and new product ideas
- Accurate and effective testing
- Building and updating Flow's websites using HTML, CSS and JavaScript
- Estimating and working to project milestones whilst producing high-quality work
- Working collaboratively within the team on all projects
- Working alongside other areas of the Flow business such as Sales, Marketing and Account Management, and working directly with clients

August 2011 to January 2015

Front End Web Developer at Active Gate

After graduating I joined a start-up company and, along with a PHP developer and creative manager, set up a custom website and app allowing user-generated content to produce a guide to the Scottish Borders, Fife and Edinburgh.

January 1987 to July 2011

Revenue Officer at HMRC

I have worked in a number of departments within HMRC and have a wealth of customer service experience, both internal and external, team working skills, problem solving abilities and working under pressure to meet strict deadlines, as well as gaining an in-depth knowledge of tax legislation.

Education

Course	Dates
BSc Web Design and Development Abertay University	September 2010 to June 2011
HND Interactive Media Adam Smith College	September 2008 to June 2010
Data, Computing and Information Open University (30 CATS points)	February 2008 to October 2008

I hold a full driving licence.