



TECHNICAL SKILLS

- Articulate Storyline
- Adobe Premier Pro
- Adobe Creative Cloud
- Google Suite
- LMS Administration

Soft Skills

Project Management
Instructional Design
eLearning Development
Animation
Visual/UX Design
Quality Assurance Testing
Design mentoring
ADDIE
Adult Learning Theories
Learning Evaluation

Clients

Johnson & Johnson
Syneos Health
Chemonics International Inc.
Metlife
State Farm
International Baccalaureate
The Judge Group Inc.

Clifton Strengths



Leads with Strategic Thinking

- Context
- Learner
- Activator
- Deliberative
- Consistency
- Strategic
- Input
- Analytical
- Ideation
- Responsibility



Garrett Metz

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EXPERIENCE

Senior Instructional Designer | February 2020 – Present

Verizon Wireless

- Pioneered innovative approaches to learning materials by leveraging diverse technologies for all deliverable types.
- Mastered agility in adapting timelines while maintaining exceptional learner focus.
- Partnered with cross channel stakeholders, aligned sound learning solutions to their business needs, and achieved maximum results.
- Cultivated a deep expertise in quality assurance, legal and draft review processes, ensuring seamless compliance.
- Fostered a culture of continuous support and improvement through valuable, constructive feedback to colleagues.

Verizon project examples

Verizon Home Internet Sales Online Training

- Scoped to identify behaviors and KPI's to positively impact.
- Designed content to address needs of different learner groups.
- Planned project developmental timelines using SmartSheets.
- Developed intuitive course interface featuring audio narration, animation, with a customized menu and closed captioning widget.
- Launched training to the field on designated launch date.
- RESULT:** Decreased churn percentage. Increased percentage of sales to finalization.

Verizon Sales Foundations Onboarding Program

- Scoped to identify issues in the current onboarding program.
- Oversaw all technology and visual design needs of entire program.
- Mentored new designers in design best practices.
- Created two-week blended onboarding program with increased on the floor activities.
- RESULT:** Increased quality in training satisfaction, decreased attrition rate, increased peer design skills.

Ship to Store Online Training

- Scoped to identify behaviors needed for upcoming national initiative.
- Planned project deliverables, design needs, and milestones to meet.
- Adjusted workflow and project timelines due to system delays.
- Designed and developed online learning system to improve employee behaviors related to the Ship from Store initiative.
- RESULT:** Increased percentage of correctly-packed inventory, \$10 million saved in shipping costs in 12 months.



EDUCATION

MS - Instructional Technology

2006 - 2008

Bloomsburg University

BS - Psychology

2002 - 2006

Bloomsburg University

References

Shannon Jimenez

Director - Learning & Development

Verizon Wireless

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Independent Development Consultant | April 2007 – February 2020

Garrett Metz Consulting

- Partnered with industry leaders including Johnson & Johnson, Chemonics International Inc, and others.
- Adapted to varying client developmental processes.
- Delivered impactful solutions by expertly employing advanced adult learning theories and instructional design strategies.

Senior Learning Developer | September 2009 – April 2017

Educational Resource Systems, Inc.

- Advanced user of Articulate Storyline, crafted numerous, highly customized eLearning interfaces.
- Mastered graphical animation with expertise honed by renowned medical illustrators.
- Traveled nationally to pitch learning solutions to major pharmaceutical companies.
- Learned and mastered translation animation techniques to support translation of content into multiple languages.
- Led and mentored team members, oversaw development and adherence to SCORM, AICC, Tin Can, and xAPI standards.
- Participated in rigorous quality assurance measures and learned best practices for finalizing content to ensure seamless deliverables.
- Accomplished development of high-end deliverables under tight timelines.

Instructional Designer | May 2008 – September 2009

The American College, Inc.

- Single-handedly designed and developed customized corporate training solutions for major insurance companies like Metlife and State Farm using Adobe Flash.
- Managed internal LMS comprised of various student training programs.
- Learned and mastered Articulate Studio, Engage and Quizmaker.