

SYDNEI MAYERS

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Education

M.S., Technical Communication Management — Mercer University, School of Engineering | GPA: 3.95

B.S., Technical Communication — Mercer University, School of Engineering | Cum Laude — GPA: 3.67

Technical Competencies

Certifications: Lean Six Sigma Green Belt – Institute of Industrial and Systems Engineers; Certified Professional in Learning and Performance (CPLP) – *In Progress*; Certified ScrumMaster (CSM) – *In Progress*; Active Security Clearance

Authoring & Design Tools: Articulate 360 (Storyline, Rise), Adobe Captivate, Camtasia, Canva, Adobe Creative Suite (Photoshop, Illustrator, InDesign, Premiere Pro, After Effects), HTML5, CSS basics for eLearning customization

Productivity Tools: Microsoft Office Suite (PowerPoint, Word, Excel, Outlook), Google Workspace, JIRA, Trello, Agile project management tools, AI tools for content optimization

LMS: Canvas LMS; government-specific LMS, LMS administration, reporting, and troubleshooting

Media & eLearning Support: Video scripting, production, and editing; audio narration and editing; multimedia asset creation for ILT, VILT, and CBT delivery

Core Skills: Instructional design methodologies: ADDIE, SAM, SAT, Bloom’s Taxonomy, Kirkpatrick Evaluation Model (Levels 1–4), Phillips ROI Methodology; Agile development & Agile project management; Lean principles & Lean project management; Adult learning theory and application; Training needs analysis and survey development; EHS, Human Performance, and process-centric training design; Regulatory compliance training; eLearning and multimedia course development; SME collaboration and stakeholder engagement; Visual communication and technical writing/editing; Project coordination, Lean process improvement; Synchronous/asynchronous learning delivery

Work Experience

Instructional Systems Designer II

Serco Inc., Client: Federal Law Enforcement Training Center (FLETC)

April 2024 – Present

- Conduct training needs analysis for federal law enforcement programs, aligning content with regulatory compliance and accreditation standards.
- Design and develop 120+ ILT, VILT, and advanced eLT lessons incorporating multimedia, simulations, and interactive exercises across multiple federal law enforcement training programs.
- Collaborate with SMEs, legal advisors, and stakeholders in hybrid and remote settings to create effective and efficient learning solutions.
- Integrate Kirkpatrick evaluation Levels 1–4 to measure learning impact and inform continuous improvement.
- Pilot and troubleshoot eLearning content within LMS platforms to ensure functionality and learner accessibility.
- Use LMS and surveys to upload, track, evaluate, and report training data for 3000+ law enforcement students each trimester to support continuous improvement and course effectiveness.
- Streamlined course revision workflows by 40%, improving deployment efficiency and reducing cycle time.

Multimedia Project Manager

Mercer University, Department of Technical Communication

August 2022 – December 2022

- Led the development of instructional safety videos and integrated them into an eLearning course for 300+ learners.
- Coordinated project timelines, task assignments, and resource allocation to ensure 100% on-time delivery utilizing Trello.
- Applied Lean project management principles to improve production workflows by 25%.
- Ensured all multimedia assets met accessibility standards and brand guidelines.

Instructional Design Specialist

Randstad Staffing, Client: Georgia Transmission Corp.

September 2021 – March 2022

- Partnered with the Safety & Technical Training Department to design and develop EHS and Human Performance training for utility crews and field personnel.
- Created training materials for substation access, right-of-way access, qualified operator training, silica dust safety, extreme temperature precautions, and other related electric transmission topics using the ADDIE model.
- Designed eye and hearing conservation education, infectious disease prevention training, fall protection safety content, and safe material handling training.
- Developed and maintained LMS content, tracking completion data for compliance reporting.

Safety & Technical Training Instructional Design Intern

Georgia Transmission Corp. – Department of Safety & Technical Training

May 2021 – August 2021

- Authored 13 monthly issues of an internal safety newsletter, increasing employee engagement with training updates and reinforcing safety culture.
- Designed the department's first online training course and supporting instructional videos, reaching 200+ field personnel across multiple locations.
- Created OSHA-aligned health and safety materials, SOP summaries, and job aids that were distributed company-wide to support linemen, field crews, and office personnel.
- Produced multimedia assets to support ILT and eLT delivery for linemen and technical staff.

Instructional Design Intern

Mercer University, Office of University Advancement – Phonathon

August 2020 – December 2020

- Conducted a comprehensive needs assessment and training gap analysis to improve the student caller onboarding process.
- Developed ILT, VILT, and eLT assets, including videos, presentations, and roleplay activities aligned with the Kirkpatrick Model, resulting in a 20% increase in caller success and full adoption of the new program by leadership.
- Streamlined training delivery by segmenting content into modules with clear learning objectives and measurable performance outcomes.