

MARGARET O'HARA

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SUMMARY

Accomplished Senior Instructional Systems Designer (ISD) with over 18 years of experience engineering scalable, technology-driven enterprise learning solutions and workforce enablement programs. Expert in utilizing Agile learning design, ADDIE, and Kirkpatrick evaluation models to modernize digital learning infrastructure across fast-paced corporate environments. Proven track record leveraging AI-enabled development tools, Articulate Storyline, and Adobe Captivate to design high-impact, multi-modal curricula for thousands of distributed global learners. Adept at managing large-scale Learning Management System (LMS) integrations to optimize organizational performance, user adoption, and training delivery.

TECHNICAL STACK & COMPETENCIES

- **Digital Learning Tools:** Articulate 360 (Storyline, Rise), Adobe Captivate, Camtasia, Adobe Creative Suite
- **Methodologies:** Agile Instructional Design, Rapid Prototyping, ADDIE, Training Needs Analysis (TNA)
- **Platforms & Standards:** LMS Migration & Management, SCORM, Microsoft Office 365, Multimedia Frameworks
- **Evaluation & Analytics:** Kirkpatrick Evaluation Metrics, Learning Analytics, Feedback Loops, Data-Driven Iteration
- **Accessibility:** Section 508 Compliance, Universal Design for Learning (UDL), Inclusive Design Standards

PROFESSIONAL EXPERIENCE

MindPoint Group (A Tyto Athene Company) | Cybersecurity Training Content Developer / ISD

Apr 2025 – Present

- **Led end-to-end development** of an enterprise-wide technical training and awareness program, coordinating with cross-functional Subject Matter Experts (SMEs) to align content with strategic corporate frameworks.
- **Modernized legacy instructional content** using Adobe Captivate, rebuilding outdated courses into fully responsive, mobile-friendly digital learning products that optimized user experience (UX) for a distributed workforce.
- **Orchestrated enterprise content migration** to modern hosting environments; prepared digital learning assets, validated publishing requirements, and managed deployment to maximize compliance tracking accuracy.
- **Designed and scaled specialized, role-based technical learning paths** covering Cloud-Based Applications, Incident Response, and Advanced Security Administration based on rigorous training needs analyses.

- **Directed comprehensive accessibility and inclusive design audits** across all LMS modules and multimedia assets, mitigating deployment friction and ensuring seamless cross-platform functionality before launch.
- **Leveraged enterprise collaboration channels** (Microsoft Teams) deploy targeted micro-learning modules, delivering just-in-time performance support and increasing voluntary workforce training engagement.
- **Operational Efficiency:** Authored standard training delivery **checklists and workflows** that standardized multi-modal content delivery and successfully reduced course deployment cycle times by 10%.

NTT Data | *Senior Technology Training Specialist / ISD Lead*

May 2024 – Apr 2025

- **Directed large-scale technology training initiatives** for major corporate accounts, applying Agile project governance and modern instructional design frameworks to scale complex technical programs across diverse audiences.
- **Managed high-performing instructional design teams** and technical SME collaborations through rapid prototyping and iterative design reviews to guarantee total alignment with corporate compliance standards.
- **Proactively mitigated project delivery risks** by identifying timeline, resource, and technical constraints early in the instructional design lifecycle, securing on-time, within-budget program delivery.
- **Scaled modern training delivery platforms to support over 5,000 global employees**, implementing data-driven feedback loops to drive continuous, metric-backed content optimizations.

E-PAGA, Inc. | *Senior Training Developer / Instructional Designer*

Jan 2024 – May 2024

- **Led enterprise-level curriculum development** for highly visible readiness initiatives, translating complex technical and operational objectives into strategic, interactive learning deliverables.
- **Served as an expert internal advisor** on modern simulation and Virtual/Constructive learning enablers, evaluating software solutions to align instructional architecture with overarching capability goals.
- **Conducted deep-dive Training Needs Analyses (TNA)** to isolate organizational capability gaps, construct precise learner profiles, and establish clear performance metrics for new course blueprints.
- **Engineered highly scalable instructional materials** using Standard Operating Procedures (SOPs) and structured programs, organized corporate training methodologies, ensuring repeatable, standard training delivery across complex, high-consequence environments.

Calibre Systems, Inc. | *Instructional Systems Designer / Training Developer*

Jun 2021 – Jan 2024

- **Served as Technical Lead for enterprise eLearning** and AFMS training initiatives, implementing the ADDIE process and structured methodologies to oversee curriculum

governance, design consistency, and scalability across all instructional materials and Standard Operating Procedures (SOPs).

- Led cross-functional teams to design, develop, and deliver 24 SCORM-compliant courses using Articulate Storyline and Adobe Captivate; successfully reduced deployment cycle times by 10% while significantly boosting learner engagement metrics.
- **Managed and optimized Programs of Instruction (POIs)**, lesson plans, and course content for over 20 concurrent courses within the **Training Development Capability (TDC)** system, leveraging software databases to **maintain strict institutional compliance and TRADOC/Army regulations**.
- **Evaluated program effectiveness and instructional success** for up to 300 concurrent learners using the Kirkpatrick model; analyzed attrition and transformed feedback data into actionable reports and briefings for continuous curriculum refinement.
- **Validated strict digital accessibility and Section 508 compliance standards** across all learning media, executing systematic usability reviews and quality metrics to ensure cross-browser compatibility prior to enterprise-wide launch.

Electronic Systems, Inc. (Xerox) | Instructional Technical Trainer

Jul 2019 – Jun 2021

- **Owned the complete technical training lifecycle**, taking end-to-end accountability for curriculum creation, multi-modal delivery, product quality assurance, and quantitative learner assessments.
- **Designed and facilitated blended learning strategies** spanning synchronous remote sessions, asynchronous computer-based training (CBT), and rich multimedia frameworks aligned with evolving business objectives.
- **Developed interactive, inclusive eLearning experiences**, successfully combining digital instructional best practices with modern accessibility rules to maximize user engagement.
- **Managed the deployment and user integration of new Learning Management System (LMS) technologies**, architecting targeted change-management training tracks to ensure seamless software adoption for 200+ users.

EDUCATION & CREDENTIALS

- **George Mason University** | Graduate Certification in eLearning & Instructional Design
- **George Mason University** | Master's Degree in Education Leadership
- **James Madison University** | Bachelor's Degree in Biology

CERTIFICATIONS & TRAININGS

- **Cybersecurity CC** – Coursework & Professional Exam Preparation | *ISC2 (Issued Jul 2025)*
- **White & Yellow Belts** | *GenAI Academy (Issued Mar 2025)*

EARLY CAREER HISTORY

Information Systems Specialist | IPEC-Americas

Instructional Technology Specialist | Fairfax County Public Schools

Secondary Biology and Chemistry Teacher | Fairfax County Public Schools