JOSEPH (JOEY) CHRISS, M.Ed., CTC

LEARNING & DEVELOPMENT | ORGANIZATIONAL EFFECTIVENESS | PERFORMANCE IMPROVEMENT
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PROFESSIONAL PROFILE

Learning and development professional with experience spanning instructional design, employee training, organizational improvement, and education. Skilled in identifying learning and performance needs, analyzing complex processes, and translating organizational requirements into practical solutions. Experienced in leading cross-functional initiatives, developing training and performance-support resources, and collaborating with stakeholders to improve consistency, efficiency, and learning outcomes. Combines instructional expertise with a continuous improvement mindset and a commitment to solutions that work in practice.

Experienced with: Needs Analysis • Performance Gap Analysis • Process Improvement • Workflow Analysis & Improvement • Program Evaluation • Organizational Effectiveness & Learning Strategy • Instructional Design • Employee Training & Development • Performance Support • Stakeholder & SME Collaboration • Cross-Functional Project Coordination • Quality Assurance • Accessible Learning Design

PROFESSIONAL EXPERIENCE

Instructional Designer | Waldorf University
February 2023 – Present

- Lead a university-wide program mapping and improvement initiative spanning 57 academic programs and associated pathways, identifying curriculum alignment gaps, inconsistencies in program requirements, and opportunities for standardization.
- Designed an automated textbook lifecycle tracking system for 350+ courses, replacing a recurring manual analysis process requiring 4–6 months of staff effort multiple times annually with approximately 30 minutes of monthly review and reporting.
- Chair the Professional Development Committee, coordinating employee learning initiatives and developing professional development opportunities for faculty and staff.
- Partner with faculty, program directors, department leaders, and subject matter experts to analyze learning needs, evaluate processes, and translate complex requirements into practical instructional solutions.
- Manage multiple concurrent course development and revision projects, coordinating stakeholder feedback, quality reviews, and implementation timelines.
- Design and revise instructional materials, assessments, documentation, and online learning resources while applying Quality Matters principles and accessibility best practices.

Founder & Learning Consultant | Pathways Language Center
Mar 2019 – October 2026

- Designed and developed self-paced online learning programs, assessments, instructional materials, and learner resources using Articulate 360, H5P, WordPress LearnDash, and related tools.
- Created structured learning resources and instructional documentation for diverse audiences, translating complex concepts into clear, accessible guidance.
- Analyzed learner performance and feedback to refine instructional content, improve usability, and strengthen learning outcomes.

Senior/ Lead Teacher | Athena Academic English & Nasdaken International English (China)
October 2017 – December 2019

- Designed and delivered employee onboarding and training programs supported by policy handbooks, job aids, procedural walkthroughs, and practical performance-support resources for newly hired international instructors.

- Developed and administered competency-based assessments to evaluate employee readiness before independent work, while providing ongoing professional development, mentoring, coaching, and performance support.
- Collaborated with school leadership to develop policies, standardize instructional practices, and improve organizational readiness and consistency.

SELECTED LEARNING & ORGANIZATIONAL IMPROVEMENT PROJECTS

- **Program Mapping & Learning Outcome Alignment Project –** Currently leading a university-wide improvement initiative spanning 57 academic programs and associated pathways, identifying alignment gaps, inconsistencies in program requirements, and opportunities for standardization and continuous improvement.
- **Textbook Lifecycle Tracking System –** Designed a centralized textbook lifecycle management program for tracking online textbooks for all 350+ courses, transforming a recurring manual analysis requiring 4-6 months of staff effort multiple times annually into approximately 30 minutes of monthly review and reporting.
- **Foreign Teacher Training Manual & Onboarding Program –** Created a structured employee onboarding program incorporating policy documentation, job aids, procedural walkthroughs, performance-support resources, and a competency-based readiness assessment for newly hired international instructors.
- **Smart Start 2.0 Training Program -** Developed structured employee training and supporting instructional resources for Serv-U-Success.
- **Steppingstones to Success Employee Readiness Program -** Developed workforce training materials supporting employee readiness and performance for Medical Associates, PC.

TECHNICAL PROFICIENCIES

Learning & Content: Articulate 360 (Rise) • H5P • Captivate • Canva • Pictory AI

Platforms & Productivity: Blackboard LMS • WordPress LearnDash • Microsoft 365 (PowerPoint, Word, Excel, Teams, Forms) • Google Workspace • Airtable

Methods: ADDIE • Adult Learning • Accessible Learning Design • Learning Evaluation • Quality Assurance • Microlearning

EDUCATION

M.Ed., Instructional Design — Western Governors University

B.A., Linguistics | Minor: TESOL — Eastern Michigan University

CERTIFICATIONS

- Generative AI as a Learning Design Partner (2025)
- Corporate Trainer Certification (2024)
- Quality Matters Peer Reviewer (2023)
- Postgraduate Certificate in Digital Learning and Teaching (2022)