

# Nikisha “Niki” Watson, Ph.D.

 ms.nikisha.watson@gmail.com

 727-641-7797

 nikishawatson.com

 Tampa, FL

## Professional Summary

Experienced education professional with over 10 years of expertise across secondary, community, higher education, and corporate training environments. Proven leader in Learning and Development with a diverse skill set and as an instructor, trainer, instructional designer, and people leader. Passionate about leveraging technology to design and develop processes, curriculum, and education initiatives aligned with organizational strategic goals, mission, and vision while proactively pursuing opportunities for continuous improvement. Adept at building a team-oriented culture.

## Education

2015 – 2021

**Doctor of Philosophy Education  
in Instructional Design &  
Technology**

Old Dominion University

2012 – 2014

**Master of Science in Instructional  
Design & Technology**

The University of Tampa

2002 – 2006

**Bachelor of Science in Biology  
Minors: Chemistry; Philosophy**

Xavier University of Louisiana

## Skills

- Leadership & Team Management
- Lean Process Improvement
- Performance Management
- Corporate Training & Facilitation
- Strategic Planning & Evaluation
- Compliance Training
- Web Design (HTML & CSS)

## Tools

- **eLearning:** Articulate, Captivate
- **LMS:** Canvas, Blackboard, Docebo
- **HRS:** Workday
- **Design:** Canva, Adobe Creative Suite, Camtasia (Video)
- **CRM:** Salesforce Service Cloud
- **Search:** Coveo
- **Data Analytics:** Google Analytics, Power BI
- **Project Management:** MS Office Suite, Jira, Confluence

## Work History

2025 - Current | **Elastic**

**Senior Program Manager and LMS Architect**

- Identify gaps in current processes and recommend practical solutions to enhance how to manage content development, cross-team collaboration, and content publication and release campaigns.
- Support the Learning Management System, including ongoing configuration, troubleshooting, and collaboration with vendor and internal teams to ensure alignment with Curriculum and overall company goals.
- Analyze and share crucial metrics across the LMS and integrated learning tooling, collaborating with the content development team, curriculum infrastructure team, IT and Marketing Operations to identify optimization opportunities, streamline processes, and ensure system reliability.

2018 - 2025 | **ConnectWise, LLC.**

**Manager, Learning and Development**

- Drive cross-functional relationships with various departments to create, develop, and deliver company-wide and partner-facing training initiatives.
- Lead a high-performing University Team of 6 - 9 members, managing onboarding, development, and career growth opportunities.
- Co-led the transition and implementation of a new Learning Management System (LMS) from 2020 - 2023.
- Cultivate and maintain positive vendor relationships to support third-party integrations within the university.

2023 - 2024 | **Royal Roads University**

**Contract Instructional Designer**

- Collaborated with faculty subject matter experts from Royal Roads University, University of Minnesota, University of Leicester, and University of Tennessee, Knoxville, on a global project titled: Online Harassment as a Barrier to Research Communication: An Intersectional Approach. Designed and developed an online learning course that illustrates the experiences of diverse researchers who are harassed when they communicate their research online.

2014 - 2018 | **Pasco-Hernando State College**

**Senior Instructional Designer**

- Partnered with subject matter experts to identify, research, analyze and evaluate new technologies for potential applications in instruction to enhance learning outcomes and provide training solutions.
- Designed, developed, and implemented training courses and support programs in multiple modalities as well as managing the data collection tools and methods to evaluate training solutions.
- Utilized emerging educational technologies to develop alternative assessment strategies and training materials to integrate into course development within the Learning Management System (LMS).

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## Areas of Expertise

- Application of Adult Learning Principles
- ADDIE & ARCS Model
- Responsive Design
- Data Analysis & Reporting
- LMS Administration
- Designing for Global Audiences
- Evaluating Learning Experiences
- Designing for Accessibility (ADA/Section 508 Compliance)

## Memberships

- Association for Educational Communications and Technology (AECT)
- Association for Talent Development (ATD)
- Golden Key International Honor Society
- Phi Kappa Phi- Collegiate Honor Society
- Phi Sigma Tau- International Honor Society in Philosophy

## Service

- 2023 - 2024 | **Reviewer** | International Journal of Designs for Learning (IJDL)
- 2023 | **Contributor** | IJDL: Special Section (Volume 14, Issue 1, March 2023) on Design Failure in Learning Design Practice
- 2015 - 2021 | **Proposal Reviewer** | AECT

## Work History

### Jan - May 2017 | **The University of Tampa** **Adjunct Faculty Instructor**

- Taught graduate-level courses: EME 605 Introduction to Distance Learning and EME 606 Design of Online Collaborative Learning.
- Developed and managed syllabus materials to facilitate class instruction in a hybrid format.
- Coordinated courseware and curriculum with the academic department chair and eLearning tool vendor (Articulate) to support course activities.
- Utilized Blackboard to administer evaluations of student performance based on course deliverables and course rubrics.

### 2010 – 2014 | **Hillsborough County Public Schools** **Secondary Education Teacher**

- Created high-quality lessons using a variety of teaching methods aligned with the Next Generation Sunshine State Standards for specific subject areas in science and mathematics, integrating digital tools for student engagement.
- Facilitated learning activities in an online digital learning environment.
- Utilized learner analysis to identify short-term and long-range goals and created specific objectives using Bloom's Taxonomy to scaffold lessons for individualized and group instruction as well as English Language Learners and Exceptional Student Education students.
- Met weekly with Professional Learning Community to analyze data, track competencies and coordinate lesson plans to prepare for End-of-Course exams including preparation and presentation of district assessments.

### 2009 – 2010 | **Operation PAR, Inc.** **Care Coordinator**

- Interviewed and assessed new clients weekly and selected and compiled relevant information and resources for clients to support them in overcoming mental and emotional health problems.
- Facilitated curriculum-based weekly group and individual motivational enhancement therapy sessions and cognitive behavioral therapy sessions to help prevent relapse and promote sustained recovery.
- Built positive rapport with law enforcement probation officers, court officials, community service agencies, and key stakeholders to produce high-quality training solutions and documentation.

### 2008 – 2009 | **Healthy Start at Johns Hopkins All Children's Hospital** **Community Health Educator**

- Designed, developed, and delivered educational workshops and training activities for program participants, community participants, service providers, health professionals, volunteers, and various organizations throughout Pinellas County.
- Coordinated and facilitated “Lay Health Advisors” through 5-week train-the-trainer course sessions and collected and tracked data to assist in conducting performance evaluations.

### 2008 – 2009 | **Pinellas County Schools (Boca Ciega High School)** **Secondary Education Teacher**

- Created high-quality lessons and used a variety of teaching techniques that were aligned with the Florida Sunshine State Standards as well as the Benchmarks and “Essential Learnings” for specific subject areas in science.
- Utilized learner analysis to identify short-term and long-range goals and created specific objectives using Gardner's Multiple Intelligences and scaffolded lessons for individualized and group instruction to address diverse learner needs..