

Nikisha “Niki” Watson, Ph.D.



ms.nikisha.watson@gmail.com



727-641-7797



nikishawatson.com



Tampa, FL

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

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.

Work History

2018 - Current | **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.
- Assure that all training materials (how-to videos, eLearning courses, blueprints, recorded webinars, etc.) are updated in conjunction with each ConnectWise product release and available on the ConnectWise University.
- Lead a high-performing University Team of 6 - 9 members, managing onboarding, development, and career growth opportunities.
- Conduct strategic audits to ensure the ConnectWise University eLearning materials are aligned to company strategy and initiatives.
- Co-led the transition and implementation of a new Learning Management System (LMS) from 2020 - 2023.
- Collaborate with HR Leadership to align, implement, and communicate company-wide compliance training initiatives.
- Cultivate and maintain positive vendor relationships to support third-party integrations within the university.
- Member of the Diversity, Equity, Inclusion, and Accessibility (DEIA) Council.

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. As part of the collaboration, I worked on the design and development of an online learning course that illustrates the experiences of diverse researchers who are harassed when they communicate their research online. The goal of the course is to educate others on the different types of online harassment experienced by diverse researchers and to provide an opportunity for stakeholders to engage in perspective taking activities related to online harassment.

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..