

Alexis Guerriero

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PROFESSIONAL PROFILE

INSTRUCTIONAL DESIGN | PROBLEM-SOLVING | CUSTOMER SUCCESS

Compassionate, people-oriented, and adaptable **INSTRUCTIONAL DESIGNER**, with 15+ years of experience crafting effective learning experiences and implementing engaging curricula for clients. Big picture thinker with the ability to develop creative solutions and foster diversity, equity, and inclusion. Expertise in restorative justice, pedagogy, andragogy, and technology. Established Division 1 college volleyball athletes through extensive coaching.

- **Achieved successful learning outcomes** through the implementation of software tools for hybrid and remote learning, curriculum design, educational management, and mentorship.
- **Increased client engagement** through constructive feedback and creating a productive, safe, and culturally responsive environment where learners feel valued and respected.
- **Improved educational methods** through professional development, using knowledge in new trends, innovation, collaboration with instructors, and shared learning experiences.

SKILLS AND CORE COMPETENCIES

Instructional Design | Curriculum Design | Problem-Solving | Conflict Resolution | Customer Success
Communication | Interpersonal Skills | Cultural Sensitivity | Data Assessment | Relationship Building
Leadership | Management | Mentorship | Coaching | Pedagogy | Restorative Justice | Logistics
Stakeholder Engagement | Schoology | MS Office | Google Suite | Canva | Trello | ChatGPT
Basic Hubspot | Basic Salesforce | Community Engagement | Basic Articulate 360 & Storyline
Basic Camtasia | ADDIE Model | Writing Course Objectives | Adult Learning | Needs Assessment

EXPERIENCE

NEW AMERICAN PATHWAYS Atlanta, GA
Curriculum Design Intern (remote)

February 2025-May 2025

- **Developed interactive online learning modules** for immigrants using Canvas LMS and PowerPoint, covering topics like cultural assimilation, workforce readiness, and U.S. legal systems.
- **Applied backward design principles** to align course objectives with measurable learning outcomes (e.g., language proficiency, civic knowledge).
- **Designed** visual aids, infographics, and scenario-based activities to enhance engagement for non-native English speakers.
- **Built and organized Canvas courses** with intuitive navigation, multimedia integrations (videos, quizzes), and accessibility features (alt text, captions).
- **Streamlined content delivery** by template creation in PowerPoint for consistent branding and learner comprehension.
- **Troubleshoot technical issues** for learners and staff, improving platform usability for low-digital-literacy users.
- **Partnered with ESL instructors** and subject-matter experts to adapt content for diverse literacy levels and cultural backgrounds.

- **Piloted modules** with immigrant focus groups, incorporating feedback to refine culturally sensitive examples and case studies.
- **Implemented formative assessments** (e.g., quizzes, discussion boards) to track learner progress and identify knowledge gaps.
- **Analyzed user engagement metrics** (e.g., completion rates) to recommend improvements for future iterations.

WONDER YEARS, LLC, Longmont, CO
Employment Specialist

November 2024-present

- **Conducted initial client meetings** to assess skills, preferences, and support needs using the Employment Success Plan (ESP).
- **Performed job and task analyses** to identify accommodations and tailor strategies for clients with disabilities (e.g., Autism Spectrum Disorder, IDD).
- **Facilitated Situational Assessments** (unpaid internships) to evaluate client workplace readiness and identify ideal job matches
- **Developed and customized job opportunities** through networking, cold calling, and employer partnerships, emphasizing diversity and inclusion benefits.
- **Created** visual resumes, portfolios, and reference lists for clients to enhance employability.
- **Provided on-site job coaching** to teach job duties, workplace etiquette, and self-advocacy, implementing fading plans to promote independence.
- **Delivered** Pre-Employment Transition Services (Pre-ETS), including:
 - Job Exploration (career awareness, labor market research).
 - Self-Advocacy Training (professional communication, disclosure strategies).
 - Transportation Training (bus routes, access to public transit).
 - Work Adjustment Training (financial literacy, workplace safety).
- **Maintained detailed records** (e.g., Monthly Progress Reports, Job Search Logs) in compliance with DVR and Medicaid Waiver requirements.
- **Advocated for clients** during interviews, ensuring equitable hiring practices and addressing employer misconceptions.
- **Collaborated** with Vocational Rehabilitation Counselors (VRCs), families, and case managers to align services with Individualized Plans for Employment (IPE).
- **Promoted natural workplace supports** (e.g., visual task lists, peer mentoring) to reduce dependency on job coaching.

ISLANDER MIDDLE SCHOOL, Mercer Island, WA
Instructional Designer

2006 - August 2024

One of the top-performing schools in WA since the 1970's.

- **Drove 85% of client success** in proficient and advanced levels in multiple standardized assessments by creating robust curriculum and learning designs.
- **Achieved successful learner outcomes for 300+ clients** through instructional design, integrating response to intervention methodologies to ensure inclusivity, and problem-solving.
- **Established trust and a positive environment** through exceptional leadership, conflict resolution, equity, community building, restorative justice, and fostering team cohesion.
- **Executed large-scale educational events** through managing logistics, volunteer coordination, event programming, and client engagement.
- **Increased client engagement** through integration of technology in learning experiences and advancement of digital competency of iPads, smartboards, etc.
- **Ensured instructional alignment with performance standards** through data assessment, project management, and designing the learner experience for each unit of the curriculum.

- **Cultivated a smooth educational process** by establishing monitoring systems for instructional projects and facilitating adjustments in collaboration with senior leadership.
- **Spearheaded operational processes** by managing budgets and resources effectively, leading stakeholder engagement, and bridging departmental gaps.
- **Streamlined workflows** through accurate documentation of data points, supporting compliance records, and evidence-based decision-making processes.
- **Optimized client performance** through program management, meticulous planning, and developing creative solutions.

CEDAR HEIGHTS MIDDLE SCHOOL, Kent, WA

2003-2006

Instructor

- **Improved team synergy and motivation** through the application of positive reinforcement techniques and diverse pedagogical methods.
- **Enhanced learner outcomes** by collaborating with administrators and departmental peers to strategize innovative instructional design and assessment methodologies.
- **Achieved client success** by crafting and implementing instructional plans tailored to overcome language barriers and meet the diverse needs of learners.
- **Boosted clarity of learning objectives** through assessment application, strong communication, and seamless coordination with administrators and clients.
- **Ensured successful programming** through complex planning, team management, engagement with 60+ stakeholders, and managing logistics.
- **Expanded educational opportunities** through professional development and advancements in instructional design and pedagogical approaches.

PRIOR ROLES:

Northwood Middle School | **Instructor**

AmeriCorps | **Instructor**

EDUCATION

CITY UNIVERSITY, Bellevue, Washington

Master's in Education

UNIVERSITY OF COLORADO, Boulder, Colorado

Bachelor's in English Literature