



Rebecca Mogollon

SENIOR ELEARNING DEVELOPER & LMS STRATEGY EXPERT

CONTACT

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STATEMENT

Some professionals claim that employers want too much from a single learning experience designer. As a high performer with 20+ years in Learning & Development, I thrive in roles that demand a broad, deep skillset. I bring expert-level strengths in video production, graphic design, eLearning development, curriculum design, and experience owning LMS strategy and driving adoption across technical teams. Over the past two years, I have integrated modern AI tools to accelerate content creation while maintaining high quality and strong, data-driven learner outcomes. I'm eager to join your team and deliver immediate impact.

WORK EXPERIENCE

JUNE 2021 – CURRENT (5 years)

MATRIX Software / eLearning & Courseware Developer

- Devised and implemented a generative AI-first content strategy and workflow that significantly improved development efficiency and accelerated SME feedback cycles.
- Owned the strategy and execution of multiple LMS migrations, reducing costs while enhancing learner experience, adoption, and scalability.
- Scoped, designed, and implemented asynchronous, blended learning experiences (vILT, self-paced, interactive) for technical and enablement programs using Articulate Storyline/Rise, video, and graphic design.
- Designed and implemented role-based onboarding learning journeys, tracking key metrics (completion rates, retention, learner satisfaction), and reporting regularly to stakeholders.
- Partnered with technical SMEs and cross-functional stakeholders to analyze learner data, identify skill gaps, and rapidly iterate content and strategies for improved outcomes.
- Spearheaded comprehensive LMS migrations, including extensive historical data clean-up, resulting in seamless transitions, streamlined admin processes, and significantly improved learner experience.

JANUARY 2018 – JUNE 2021 (3.5 years)

Birkman International / Content Developer & LMS Administrator

- Designed interactive async courses from complex source materials, incorporating simulations, gamification, branching scenarios, and rich multimedia elements.
- Spearheaded the rapid conversion of a week-long in-person Certification program to virtual ILT format during the 2020 lockdown, introducing innovative instructional methods, video, and interactive components to maintain the high engagement of an in-person certification.
- Led LMS platform migration and optimization strategy, resulting in significantly improved learner engagement, satisfaction, and long-term platform value.
- Coordinated with stakeholders to define success metrics and learning priorities, consistently delivering high-quality training on tight deadlines.

RECOMMENDATIONS

CURRENT SUPERVISOR

Neman Syed

neman.syed@amdocs.com

Senior Manager of

Education Operations,

MATRIX Software

CURRENT SME/COLLEAGUE

Urs Krause

urs.krause@amdocs.com

Principal Training

Portfolio Manager,

MATRIX Software

PREVIOUS SUPERVISOR

Bob Stones

+44 7827 316302

Former Snr. Director –

Worldwide Education

Services, MATRIX

Software, Retired

PREVIOUS SUPERVISOR

[Dan Perryman](#)

Former COO/General

Manager, Birkman

PREVIOUS SUPERVISOR

[Karl Fulk](#)

Former Director of

Learning Operations,

Mattress Firm

OCTOBER 2012 – JANUARY 2018 (5.5 years)

Mattress Firm / Learning Technology Specialist

- Implemented onboarding and sales enablement training with multimedia assets and interactive assets using Articulate Suite and Adobe Creative Suite.
- Spearheaded the adoption of a new branching software to create dynamic, interactive learning experiences focused on sales concepts and techniques.
- Drove LMS innovations, troubleshoot complex technical issues, and delivered engaging multimedia solutions for new department initiatives.

JUNE 2006 – OCTOBER 2012 (6.5 years)

University of Houston-Downtown / Learning Technology Specialist

- Partnered with faculty to convert in-class content into high-quality online courses, establishing department best practices for online learning.
- Led multiple technology training projects and developed supporting content for faculty, staff, and students.

EDUCATION

Associate of Arts, 2003 / Liberal Arts / Kingwood College

Bachelor of Science, 2006 / Interdisciplinary Studies, English minor / UHD

Master of Science, in progress / Technical Communication / UHD

SKILLS

Core Skills, Tools, and Platforms

- Articulate 360 (Storyline, Rise, Quizmaker, Review, AI Assistant)
- Adobe Creative Suite (Premiere, Photoshop, Captivate, After Effects, Illustrator),
- Technical & instructional writing, video production, graphic design, SCORM
- Project management, cross-functional collaboration, stakeholder management

Instructional Design & Strategy

- Needs analyses, action mapping, outcome-driven design, curriculum dev, data analytics/reporting in LMS platforms
- Blended & asynchronous learning, gamification, branching
- Experience with dozens of LMS platforms, LXP strategies, content/data governance, user experience optimization, admin process streamlining

Emerging Technologies

- Grok/Claude/Perplexity — Rapid content drafting, research, script writing, scenario generation, and brainstorming interactive learning ideas.
- Articulate AI Assistant — Accelerating course development, generating quizzes, and refining Storyline/Rise content (while being very critical of AI output)
- SuperGrok/ElevenLabs — Video & voiceover generation, summarizing technical documentation, and generating initial storyboards or job aids.