TAYLOR FIKAC, M.ED.

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INSTRUCTIONAL DESIGNER | CUSTOMER SUCCESS SPECIALIST | LMS ADMINISTRATOR | PROGRAM COORDINATOR

Versatile and solutions-focused professional with a background in secondary education, instructional design, customer success, and program coordination. Known for translating complex ideas into engaging learning experiences and streamlined systems. Adept at managing LMS platforms, supporting diverse stakeholders, and delivering high-impact learning experiences. Skilled in a range of digital tools, including Articulate Rise/Storyline, Canvas, and CRM platforms. After several years in education, I began transitioning into corporate learning - completing 20+ certifications, building a portfolio, and launching a small business to apply instructional and operational strategies in real time.

Instructional Design & eLearning Development | Stakeholder Engagement & Customer Retention | LMS Administration (Canvas, Schoology, Google Classroom | Program & Project Coordination | Adult Learning Principles & WCAG Accessibility | Articulate Storyline, Rise, Vyond, Canva, Camtasia, Snagit | Microsoft Office 365, Google Suite | CRM Tools, Zendesk, Help Desk Support | Data Reporting, Onboarding, Troubleshooting | Self-Directed Learning & Professional Growth

PROFESSIONAL EXPERIENCE

Small Business Owner
Self-Employed | Helotes, Texas | 2024 - Present
- Manage digital operations, customer support, and marketing for a lifestyle boutique offering digital/print products.
- Designed a UX-optimized online storefront and streamlined product delivery for 250+ transactions, achieving a customer satisfaction rate of 100% based on reviews.
- Applied customer experience strategies learned through professional development in real-world settings.

Content Creation Intern
Flexi-Solutions | Remote | January 2025 - March 2025
- Developed eLearning content for home-schooled students using various instructional design methodologies and tools.
- Designed interactive learning modules and course tours using Vyond across 2 subject areas, supporting differentiated instruction for primary and secondary learners.
- Integrated WCAG-compliant accessibility features and embedded assessments aligned with instructional best practices.

Secondary Teacher | Guest/Clinical Teacher | Tutor
Various Districts | Texas | 2020 - 2023
Instructional Design Focus:
- Developed reusable content templates in Google Classroom and Schoology for 350+ students, cutting prep time by 20% and enabling consistent, scalable delivery.
- Integrated gamified and video-based instruction through blended learning initiatives, improving engagement scores by 20%.
- Designed and facilitated interactive learning experiences using CHAMPS and AVID frameworks.
Customer Success Focus:
- Delivered onboarding and ongoing support for 350+ learners and tutors.
- Built and maintained communication pipelines between various stakeholders.

- Resolved technical and academic issues through clear communication and solution-focused problem-solving, improving learning continuity and satisfaction.

LMS Administration Focus:
- Maintained digital classroom environments, troubleshooting technical issues, and supporting user onboarding.
- Managed course content uploads and revisions across multiple LMS platforms.
- Created visual guides and infographics to support student navigation and LMS feature usage, reducing repeated questions and increasing learner independence.

Program Coordination Focus:
- Oversaw academic and behavioral program logistics for 350+ students.
- Created and maintained both physical and virtual calendars to document units and improve student organization, resulting in a 15% decrease in missed deadlines and student inquiries.
- Collaborated with cross-functional teams to identify and implement targeted learning interventions, leading to a measurable increase in student engagement and support referrals.
- Tracked performance data, flagged early intervention opportunities, and documented outcomes.

EDUCATION

Master of Education, Curriculum and Instruction
Texas A&M University - College Station, 2022

Bachelor of Science, University Studies - Global Arts, Planning, Design, and Construction
Texas A&M University - College Station, 2020

CERTIFICATES OF COMPLETION

- Zendesk Customer Service Professional Certificate - Zendesk, 2024
- Measuring Learning Effectiveness - PMI, 2024
- Foundations of Accessible eLearning - LinkedIn Learning, 2024
- Articulate Storyline Quick Tips - LinkedIn Learning, 2024
- Instructional Design Essentials: Models of ID - LinkedIn Learning 2024

PROFESSIONAL DEVELOPMENT

Instructional Design & Learning Strategy
eLearning Essentials: Instructional Design - NASBA | UX Foundations: Storytelling - LinkedIn Learning
Instructional Design: Adult Learners - LinkedIn Learning | Working with SMEs - LinkedIn Learning
Camtasia & Adobe Captivate Quick Tips - LinkedIn Learning | Storyboarding - LinkedIn Learning

LMS Administration & Tools
Foundations of LMS - LinkedIn Learning | Learning Canvas - LinkedIn Learning

Customer Success Methodologies
Customer Success Fundamentals - LinkedIn Learning | Building Rapport - NASBA
Championing the Customer - LinkedIn Learning | 10 Pillars of Customer Experience - PMI
Become a Customer Success Specialist - Teacher Transition

Program/Project Management
Managing Multiple Projects - LinkedIn Learning | Asana, Notion, Trello (self-taught)