

Ryoko Yamamoto

Learning Designer & Multimedia Developer

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PROFESSIONAL SUMMARY

Learning Designer and Multimedia Developer with MS in Instructional Design and Technology and 12 years of experience in **establishing and managing educational programs** for nonprofit organizations. Dedicated to **creating accessible and inclusive learning environments** with holistic systems thinking and designing meaningful learning experiences for lifelong learners. Collaborated on projects with diverse stakeholders, creating long-term impacts in past positions. An open-minded learner of new concepts and advancing technologies, including data analytics and cloud platforms to enhance **AI-supported personalized learning**, leveraging industry's potential.

TECHNOLOGIES

Lectora | Articulate 360 | H5P | LMS | Canva | Camtasia | Audacity | Adobe Premiere Pro, Photoshop, Illustrator, Acrobat | SCORM | xAPI | HTML, CSS | GitHub | AWS | Microsoft Word, Excel, PowerPoint, Copilot | Google Drive, Cloud, Gemini, Vertex AI | Zoom

EXPERIENCE

Outlier, Remote

March, 2024 - Present

Generative AI Training Specialist

Train Large Language Models to execute Natural Language Processing tasks in Japanese language and support human evaluators' data inputs.

- Adapt quickly to changing and ambiguous remote work environment and produce high-quality deliverables rated 5/5.
- Proofread accuracy of evaluator's research and edit their rationales according to analytic factors to decrease bias and increase safety in content produced by LLMs.
- Communicate effectively with team leads and provide action-oriented feedback for Japanese evaluators to improve justification writing for NLP responses.
- Clarify and spell out emotional responses, sentiments, nuances, and subtleties with cultural sensitivity on given topics.

Waen Design Co., Washington, DC

January, 2021 - Present

Learning Designer and Developer

Consult and analyze organizational training needs, cultivating learning culture and adult education.

- Frame problems and analyze performance targets. Conceptualize learner-centered online courses integrating key objectives, activities, and behavior-based assessments to ensure desired outcomes.
- Streamline project timeline using ADDIE with bundled tasks and track workflow in project management plans, increasing operational efficiency by 125%.
- Deliver design documents and storyboards of interactive eLearning courses integrating theories, models, and Principles for Multimedia Learning.
- Pre-develop course brand strategy and prototypes in agile projects for 2-3 days of team review iteration.
- Integrate regular client feedback and usability testing into production workflow using Kirkpatrick evaluation model.
- Plan producing visual assets aligned with **Universal Design for Learning** and **Web Content Accessibility Guidelines**, and perform QA with Online Learning Consortium checklists to ensure ADA and Section 508 compliance.
- Install eLearning assets on LMS and provide technical troubleshooting and maintenance.
- Distribute survey and analyze feedback and data from multicultural learner groups. Evaluate courses with visualized data and present actionable suggestions for improvements based on data.
- Develop 10+ customized websites and apps with HTML, CSS, JavaScript, and PHP.

Wa Garden LLC, Washington, DC

February, 2009 - Present

Founder and Director

Founded minority woman-owned small business and directed all business essentials with sustainable practice.

- Implement consultations and customized services focusing on organic urban landscaping supporting local food systems and sustainable environment with superb customer service, resulting in client retention rate of 90+%.
- Execute business plan and marketing strategies, leading to consistent net profit with ROI average of 125% in 2016-2023.

Capital City Public Charter School, Washington, DC

September, 2012 – December, 2022

Founder, Instructor and Program Consultant: School Garden Program

Established school garden and orchestrated all aspects of an innovative, interdisciplinary, cross-functional educational program from concept to sustainability.

- Educated PK-12 grade students and adults in environmental literacy, STEM, and nutrition, advancing healthy lifestyles for 1000+ families.
- Successfully brought in over \$210K of grants and in-kind donations in partnership with local government agencies and nonprofit organizations, including DC Office of the State Superintendent of Education, The Nature Conservancy, The Audubon Naturalist Society, U.S. Department of Education, and The International Society of Arboriculture.
- Attained recognition from numerous organizations, including Green Schools National Network, Casey Trees and a feature article in The Washington Post.
- Oversaw lifecycle of multi-year projects with diverse stakeholders, building from 8 raised beds into one acre of safe and biodiverse outdoor classrooms with 1300% of green space increase over 10 years, providing daily access to discovery learning for 900+ students.
- Co-produced pilot site of Edible Forest Garden, first agroforestry project on school ground in Washington, DC; expanded green space by 435% between 2016-2020, providing access for individuals living in urban food desert; collaborated with subject matter experts to guide 80+ adult learners through permaculture certificate program.
- Initiated School Garden Market and navigated students to lead project-based learning weekly as a part of EL Education, engaging community, demonstrating solutions to multiple problems at fundamental level, and boosting farm-to-table initiatives.
- Created succession plan, guided position successor to new role, facilitated monthly check-in mentoring sessions over 6 months and organized ongoing training and funding for long-term sustainability.

EDUCATION

University of Maryland Global Campus - MD

Graduated in 2023

M.S., Instructional Design & Technology

eLearning produced: Community Engagement Online Course, DEI Strategy Planning Toolkit, Recreating Career Online Course

Relevant coursework: Learning theories, Design models, Data analytics, Need analysis, Assessments, Usability test, Legal and ethical practices, Evaluation, eLearning technologies, LMS administration, Leadership, Change management, Organizational culture

GPA: 3.75/4

Amazon Web Services

February, 2024 - Present

AWS Cloud Practitioner, Foundational

Google Cloud Platform

March, 2024 - Present

Introduction to Generative AI

Cloud Data Analytics Certificate

IDOL Courses Academy

2022 - Present

Certificate

eLearning produced: Project Risk Management

Relevant coursework: Principles on instructional design and development, Collaborating with SMEs, Interactive eLearning, Project-based learning, Blended learning, Instructor-led training, Production of audio, videos, tutorials, job aids, and infographic

Coursera

Completed in 2022

Google Project Management Certificate

Skillcrush

Completed in 2021

Web Development and Visual Design Certificates

Reitaku University - Chiba, Japan

Graduated in 2000

B.A., Foreign Studies majored in Chinese

Relevant coursework: English, Constructive Linguistics, Study abroad at Tianjin University of Finance and Economics

ASSOCIATIONS

Online Learning Consortium (OLC), community member

Metro DC Chapter of Association for Talent Development (ATD), member

National Association of Asian American Professionals (NAAAP), member

LANGUAGES

Bilingual in **English** and **Japanese**. Basic in Chinese and French.