LINDA ZYGUTIS

SENIOR INSTRUCTIONAL DESIGNER / LEARNING & DEVELOPMENT
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PROFESSIONAL SUMMARY

Senior Instructional Designer and Learning & Development professional with 10+ years of experience designing performance-focused training, digital learning, and assessments. Leads collaborative initiatives across academic and corporate settings, integrating learning science, stakeholder partnerships, and data-informed evaluation to deliver accessible, scalable solutions.

CORE CAPABILITIES

Instructional Design & LXD · ADDIE, Adult Learning & Learning Science · Kirkpatrick Evaluation · Assessment Design
Needs & Performance Analysis · Learning Analytics · Training & Facilitation · Accessibility & Quality Assurance
Stakeholder & SME Collaboration · Project Leadership & Delegation · Team Development · Workflow & Risk Mitigation

TOOLS & TECHNOLOGIES

eLearning Authoring: Articulate 360 (Storyline 360, Rise 360); interactive, LMS-compatible content.

Learning Management Systems: Canvas, Blackboard, Catalyst; cross-platform proficiency and rapid tool adoption.

Generative AI & Automation: Multiple LLMs, agentic workflows, AI-assisted development, and human-validated QA.

Digital Media & Production: Adobe Creative Suite; video editing, animation, and multimedia production.

PROFESSIONAL EXPERIENCE

Senior Instructional Designer

Jan 2026 – Present

W. P. Carey School of Business | Arizona State University

- Lead complex learning initiatives as project owner, coordinating cross-functional teams, delegating production responsibilities, and managing scope, timelines, resources, and quality through final delivery.
- Oversee course and program portfolios supporting forty to fifty courses, monitoring active offerings, assessing needs, and prioritizing builds, redesigns, and improvements.
- Consult with academic, corporate, and industry stakeholders on learning strategy, pedagogy, and outcome-aligned assessments; apply learning science to complex instructional challenges.
- Lead accessibility and quality reviews, mentor and onboard designers, improve shared workflows, and use learning data and implementation risks to guide improvements.

Instructional Designer Jun 2023 – Jan 2026

W. P. Carey School of Business | Arizona State University

- Collaborated with academic, corporate, and industry partners and production teams to develop accessible learning solutions for diverse organizational needs.
- Designed interactive eLearning, assessments, and multimedia learning resources; analyzed performance needs and translated technical business content into adult learning experiences.
- Built AI-assisted and agentic workflows for learning development, content transformation, and quality assurance, using human validation for accuracy and accessibility.
- Developed LMS learning environments using UX, visual design, and accessibility principles; produced videos, animations, and interactive content with technical partners.
- Facilitated stakeholder workshops and training on technology and accessibility; supported project planning, QA, workflow improvement, and adoption.

Instructor & Curriculum Developer Aug 2015 – Jun 2023

First Year Writing | Arizona State University

- Independently owned the instructional design lifecycle for undergraduate and graduate courses—from needs assessment and curriculum development through implementation, evaluation, and redesign.
- Created complete courses, modules, applied learning activities, and assessments for in-person, online, and hybrid instruction using adult learning and learning science principles.
- Defined objectives and aligned course content, activities, and formative and summative assessments with measurable learner outcomes.
- Developed accessible LMS learning environments and assessments; used learning analytics, learner feedback, and identified pain points to refine subsequent course offerings.
- Provided individualized coaching and targeted feedback to strengthen analytical, research, and professional communication skills.

Digital Accessibility Assistant Aug 2010 – May 2015

University of Washington

- Coordinated with national publishers and university stakeholders to procure, convert, and distribute accessible textbooks and digital learning materials.
- Improved accessible-material workflows with supervisors, coordinating team tasks, quality controls, and confidential records to support departmental growth and service capacity.

Operational Manager May 2004 – Aug 2010

Dairy Queen | Scottsdale, Arizona

- Managed daily operations and supervised approximately 12–20 employees, coordinating staffing, customer service, and corporate standards compliance.
- Supported recruitment, hiring, onboarding, and role-specific training; coached employees on service practices, food safety, sanitation, and performance.
- Identified training gaps, reinforced consistent procedures, and resolved escalated customer concerns using conflict resolution and service recovery.

EDUCATION

MEd, Learning Design and Technology | Arizona State University, 2022

PhD, English Literature | University of Washington, 2015 · MA, English Literature | Arizona State University, 2009

BA, English Literature | Arizona State University, 2007