

PEARL F. STOKES

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INSTRUCTIONAL DESIGNER

Content developer, educator, and instructional designer with 7+ years of experience turning complex applications, workflows, and policy into clear, accessible training and user guidance for 8,000 to 11,000+ distributed learners, including technical enablement training for Cisco sellers. Certified educator skilled at assessing learners and tailoring instruction to each person's experience level and training need. Sole content function on a Leidos federal contract serving 4.7M+ people; built a custom SharePoint application used by 50+ consultants and helped develop its user training. Governs knowledge content through review, client approval, publishing, versioning, and retirement, working with SMEs, IT and development teams, and government clients who retain authority over policy, and applies Section 508/WCAG standards and AI-enabled tools.

CORE STRENGTHS

- Software and Application Training
- User Guides, Job Aids and Knowledge Content
- Content Lifecycle Governance and Version Control
- Needs Analysis and Role-Based Learning Design
- SME, Technical and Government Stakeholder Coordination
- Technology Adoption and User Support
- Content Quality Assurance, Branding, 508 Accessibility & WCAG Compliance
- AI-Enabled Content Production
- Feedback, Metrics and Continuous Improvement

PROFESSIONAL EXPERIENCE

LEIDOS | Remote, FL

May 2026 – Present

Content Developer and Coordinator, Military OneSource Program

Sole content function across three task areas of a federal contract serving 4.7M+ service members, families and eligible civilians worldwide.

- Designed, built, and administer the SharePoint-based platform, a **custom application** 50+ consultants use to run daily workflows, access reference materials, and log program activity; converted program references into **structured lists, forms, and libraries** with conditional logic and validation.
- Helped develop **user training** for the platform, translating application functionality into clear, step-by-step **job aids, guides, walkthroughs, how-to videos, and live sessions**, validated with SMEs, for three regional managers and front-line Field Consultants who answer customer inquiries in person; write **release communications** announcing new features and changes.
- Own **build, revise, hold, and retire decisions** across the content portfolio on a federal contract, holding products pending client rulings and retiring content and templates that demand did not support.
- Perform **QA testing** of content and functionality on the web presence and platform; join the IT team's daily **Jira ticket reviews** when development changes affect content.
- Established the **presentation, publication, and WCAG standards** for a 7,000+ resource catalog; reviewed 500+ items for accuracy, and flagged Section 508/WCAG accessibility issues on the secure web presence for remediation.
- Manage **content workflow end to end** as the project manager for public-facing knowledge articles, coordinating SMEs, a contracted content vendor, and the government client through revision, review, and approval.
- Authored **technical documentation** and solution requests, including a state plan tracking specification covering schema, permissions, and reporting across 53 states and territories.
- Built an **AI-powered design and content system** that lets any role produce on-brand, accessible, client-approvable deliverables; produced 60+ assets through it and coached the team on effective prompting.
- Built monthly **activity and event reporting** so reports run on defensible numbers.

SKYLINE-ATS (Military Spouse Career Accelerator Fellowship) | Remote, FL

February 2026 – May 2026

Instructional Designer

- Designed and rebranded accessible learning modules, job aids, and simulations for Cisco technical and business sellers using Articulate 360 and Adobe Creative Suite, **translating complex technical content** into clear, performance-focused learning.
- Published Rise and Storyline courses as **SCORM packages**, selecting version and tracking settings for **LMS deployment**.
- Applied ADDIE from **needs analysis** through evaluation, validating materials with **Cisco-certified SMEs** for technical accuracy and supporting **technology adoption** goals.
- Supported delivery across multiple modalities including online platforms, instructor-led, and hybrid formats, producing **video, simulation, and responsive web-based learning** assets aligned to client enablement goals.

MILITARY SPOUSE ADVOCACY NETWORK | Remote, FL

November 2025 – Present

Instructional Designer and Multimedia Developer, Volunteer

- Developed 12–15 microlearning modules, **onboarding resources, videos and job aids** supporting **1,500+ remote learners**, conducting **needs analyses** with 6 to 8 SMEs and applying UDL practices.
- Applied UDL and **inclusive design** practices across multiple learning modalities, including eLearning, video, and facilitator materials, to support learners with **varied literacy levels and backgrounds**.
- **Analyzed learner feedback** and program needs to **identify content gaps**, then updated and maintained 40 to 60 digital learning assets to close them.

CLAY COUNTY DISTRICT SCHOOLS | Green Cove Springs, FL

August 2025 – November 2025

ESE Learning Support Facilitator and Co-Teacher

- Created training assets including videos, simulations, guides, micro-learning, and job aids, using learner feedback and performance data to identify **knowledge gaps and process-improvement opportunities**.
- Supported LMS and **technology adoption** with hands-on guidance, **troubleshooting** and learning resources for new digital tools in high-volume operational environments, improving usability and learner readiness.
- Ensured instructional quality, accessibility and compliance by conducting QA reviews, applying UDL and ADA-aligned standards, and using learner feedback and performance data to refine content and maintain consistency across programs.

1ST CHOICE READING | Smithfield, VA

June 2023 – December 2024

Owner | Learning Experience Designer

Self-employed. Learning services practice delivering digital and blended instruction to families and educators.

- Developed 40 to 60 multimedia lessons, short-form videos, and workflow-aligned instructional guides, refining them through task analysis and iterative testing.
- Coordinated content reviews with SMEs, managing timelines and ensuring brand consistency while delivering learning solutions on accelerated schedules.
- Leveraged learner analytics and qualitative feedback to evaluate effectiveness and continuously refine instructional materials and onboarding resources.

OFFICERS' SPOUSES' CLUB AND FAMILY READINESS GROUP | Jacksonville, FL

September 2012 – Present

Vice President, Historian, Honorable Member

Enabled organizational continuity, engagement and knowledge preservation by supporting leadership operations, strengthening communications and documenting institutional history.

- Built a digital and print historical archive preserving 3+ years of organizational records and 40+ events, used for reporting and long-term reference.
- Managed internal communications, meeting documentation, and transition records, ensuring 100% continuity of governance materials during annual officer changes and reducing onboarding time for incoming board members.

EDUCATION AND CERTIFICATION

Bachelor of Arts - University of the Incarnate Word, San Antonio, TX

Instructional Designer - Teacher Transition

Leadership Institute for Military Spouses - Military Spouse Advocacy Network

Naval Leadership and Ethics - U.S. Navy

Certified Educator (TX, VA, FL) - State Departments of Education, active

Section 508 training - Accessible PowerPoint, PDF, and Video (government-provided); Accessible eLearning in Articulate 360

Making Online Content Accessible for All - L'Etoile Education (in progress)

TECHNICAL

AI and Content Automation: Anthropic Claude and Claude Design (design systems, prompt and project-instruction design), AI-assisted production workflows

Platforms and Production: SharePoint Online, Microsoft Lists and Forms, Microsoft 365, Articulate 360 (Rise, Storyline), SCORM, Learning Management Systems, Adobe Creative Suite, Camtasia, Vyond, Canva

Agile and Release Processes: Jira (daily IT ticket reviews for content-affecting changes), two-week sprint cycles, change review board processes

Standards and Documentation: WCAG 2.x and Section 508, version control and content governance