

Chloe Richardson

Junior Learning Designer



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Learning design graduate from the University of the West of England with practical experience creating e-learning courses, blended learning programmes, and learner assessment frameworks. Designed **12 interactive modules** during an internship at a fintech company, contributing to a **25% improvement** in onboarding assessment pass rates. Skilled in Articulate 360, Moodle, and learning experience design principles, with a **2:1 (66% average)** in Education Studies.

■ EXPERIENCE

Learning Design Intern, Hargreaves Lansdown, Bristol

Jun 2025 – Nov 2025

Completed a 6-month internship within the Learning and Development team, supporting the design and delivery of digital learning content for 2,000 employees.

- Designed and built **12 interactive e-learning modules** using Articulate Storyline 360, covering compliance, product knowledge, and customer service
- Contributed to a **25% improvement** in new starter onboarding assessment pass rates after redesigning the induction course
- Conducted **15 learner interviews** to gather feedback on existing training materials, producing a recommendations report for the L&D manager
- Created **8 video-based microlearning assets** using Vyond and Canva for the internal learning platform

Student Learning Technologist (Part-time), University of the West of England, Bristol

Sep 2024 – May 2025

Supported academic staff with the design and setup of online course content on Blackboard Ultra.

- Built or updated **35 online course pages** for lecturers across 4 faculties
- Delivered **6 training sessions** for academic staff on Blackboard tools, polling, and assessment submission setup
- Troubleshooted technical issues for **20+ staff members** each month during term time

■ EDUCATION

BA (Hons) Education Studies in Education Studies, University of the West of England, Bristol

Sep 2022 – Jul 2025

Graduated with Upper Second Class Honours (**2:1, 66% average**).

- Final year project on the effectiveness of gamification in corporate e-learning, graded **71%**
- Relevant modules: Digital Pedagogy, Curriculum Design, Assessment Theory, Educational Technology, Research Methods

■ SKILLS

Articulate Storyline 360 & Rise • Moodle & Blackboard Ultra • Learning Experience Design (LXD) • Instructional Design (ADDIE, SAM) • Video Production (Vyond, Camtasia) • Graphic Design (Canva, Figma) • Assessment Design & Evaluation • Learner Needs Analysis • SCORM & xAPI Standards • Accessibility (WCAG 2.1) • Project Management • Stakeholder Communication

■ CERTIFICATIONS

Articulate Storyline 360 Essentials, Articulate

Apr 2025 – Apr 2025

Google Certified Educator Level 1, Google for Education

Nov 2024 – Nov 2024

■ LANGUAGES

English - Native • Spanish - Intermediate (B1)

■ PROJECTS

Sustainability Awareness E-Learning Course

Feb 2025 – Apr 2025

Designed a 45-minute interactive course on workplace sustainability for a UWE business partnership project.

- Built in Articulate Rise with **6 scenario-based activities** and a final assessment achieving a **88% average pass rate** among 50 pilot participants

■ EXTRA CURRICULAR ACTIVITY

Content Creator - UWE Student Digital Skills Blog

Jan 2024 – Jun 2025

Wrote **10 blog posts** on digital skills, study tools, and e-learning trends, reaching **4,000+ unique readers** over 18 months.