Contact

linkedin.com/in/eburgos
(LinkedIn)
ericab.netlify.app/ (Personal)
github.com/erricrr (Portfolio)
voice123.com/voice-actor/
ericabvo/(Portfolio)

Top Skills

E-Learning
Instructional Design
User Interface Design

Languages

Spanish (Full Professional)
French (Elementary)
Vietnamese (Limited Working)

Certifications

Certified Conversation Designer
Responsive Web Design

Erica Burgos

Vietnam

Experience

Pearson
Web Content Specialist / Course Content Developer (via Robert Half)
April 2021 - April 2023 (2 years 1 month)
Remote

• Revised and built ADA-compliant course content for over 30 courses within 5 online university programs, optimizing accessibility on Canvas, Blackboard, and Moodle platforms
• Maintained consistent formatting and verbiage throughout course content, ensuring alignment with program standards and creating a user-friendly and intuitive learning environment
• Conducted peer quality assurance (QA) reviews for course revisions, verifying the completion of revisions by peers before submitting them for further review

Innovations for Learning
Early Literacy Interventionist
December 2020 - July 2021 (8 months)
California, United States

• Provided one-on-one lessons in phonics, sight words, fluency, and comprehension to kindergarten and first-grade students, fostering their academic growth
• Coordinated with school faculty to schedule and conduct 3-5 individualized sessions per week for each student, providing consistent support and progress monitoring
• Tracked student progress, generated Excel reports for analysis, and shared results with stakeholders, demonstrating strong communication skills and data-driven decision-making

Pearson
Instructional Designer, QA Tester, Transcriptionist
April 2011 - November 2019 (8 years 8 months)
Remote

• Collaborated remotely with SMEs to transform their content into detailed design documents for developers, cultivating clear and effective communication throughout the course development cycle
• Identified and documented errors related to content accuracy, functionality, and accessibility, reporting them to the appropriate team members to improve the overall quality of the deliverables
• Created accessible transcripts for instructional recordings, enabling all users to access the content

UVCMS eLearning
Project Manager
December 2009 - March 2011 (1 year 4 months)
Buenos Aires, Argentina

• Oversaw the development of multiple Moodle courses by assigning tasks, closely monitoring progress, enforcing deadlines, and delivering projects that exceeded stakeholder expectations
• Teamed up with SMEs to create introductory college-level biology, chemistry, and mathematics courses, aligning them with academic standards and client requirements
• Cultivated collaboration and efficiency by authoring design documents in Spanish for internal designers and developers, optimizing communication and project clarity within the team

Liquid Designers
Project Manager
June 2009 - November 2009 (6 months)
Buenos Aires, Argentina

• Led web design and development teams, promoting collaboration and positive team dynamics to achieve successful project outcomes and client satisfaction
• Facilitated multiple projects and optimized schedules, leading to the timely completion of milestones and deliverables
• Addressed account-related issues and challenges by proactively identifying and implementing solutions, strengthening client relationships, and contributing to project success

Panarea
Producer
January 2008 - February 2009 (1 year 2 months)
Buenos Aires, Argentina

• Established transparent communication channels with the primary offshore client, nurturing trust and facilitating seamless collaboration for mutually beneficial outcomes
• Spearheaded the adaptation of the LeapFrog Turbo Twist Math product into a mobile app by harnessing the talents of a highly skilled graphic designer and developer
• Wrote comprehensive documentation outlining gaming concepts for interactive books and mobile applications, setting clear goals and objectives for successful implementation

CDI America
Content Developer
June 2008 - July 2008 (2 months)
Remote

• Assisted in the development of an online English language learning course by mapping out topics, objectives, and assignments, resulting in a cohesive and enriching learning experience
• Created assessment materials to accurately evaluate students' language proficiency and measure their progress effectively
• Worked with program directors and SMEs to oversee content revisions, actively supporting the delivery of high-quality educational resources tailored to the diverse needs of learners

Retention Education
Content Developer
August 2007 - December 2007 (5 months)
Newport Beach, California

• Conceptualized Books 3 and 5 simultaneously for the Sed de Saber: English for Everyone series and Spanish for Everyone series, utilizing multitasking skills and creativity
• Participated in a highly collaborative environment that encouraged open discussions, idea sharing, and continuous improvement, all while demonstrating an unwavering commitment to delivering exceptional language learning materials
• Scripted detailed design documents for developers and provided page layout sketches for graphic designers, contributing to a seamless workflow and streamlined communication of design requirements

Panarea
Associate Producer
September 2006 - February 2007 (6 months)

• Designed and oversaw the management of three downloadable products for LeapFrog FLY Fusion, demonstrating creativity and project leadership
• Tested and logged bugs in alpha and beta builds to elevate the overall quality of the products
• Excelled in a dynamic, fast-paced, and highly agile environment, showcasing adaptability and exceptional performance under pressure

Stern Grove Festival Association

Concert Festival Film Crew
June 2006 - August 2006 (3 months)
San Francisco Bay Area

• Recorded Stern Grove Festival summer outdoor performances and artist interviews, capturing high-quality footage for promotional purposes
• Worked closely with a team of 3-6 crew members to coordinate locations and capture captivating shots of the artists on stage from various angles, resulting in visually appealing footage
• Demonstrated exceptional teamwork and communication skills, creating a vibrant and active outdoor working environment

LeapFrog

4 years 2 months

Associate Producer
April 2002 - January 2006 (3 years 10 months)
Emeryville, California

• Contributed to the production of educational LeapPad content for the SchoolHouse division, specializing in creating interactive content tailored for schools across North America
• Engaged in a collaborative team environment to create content for LeapFrog Sed De Saber Series 1, concurrently collecting data to iteratively improve the product in response to user feedback
• Developed game mechanics, scripted character dialogue, and attended recording sessions

Quality Assurance Tester
December 2001 - March 2002 (4 months)
Emeryville, California

• Conducted comprehensive verification of functionality and logic by referencing design documents and flow charts, confirming adherence to project requirements and specifications
• Documented identified bugs in the QA database TestTrack Pro, facilitating efficient tracking and resolution of issues throughout the testing process
• Partnered with lead testers and producers to address design discrepancies, encouraging clear communication and prompt resolution of quality-related concerns

Tripath Technology
Intern
1998 - 2000 (2 years)
Santa Clara, California

Education

San Francisco State University
Digital Video Intensive Certificate of Completion—College of Extended Learning · (May 2006)

California Polytechnic State University-San Luis Obispo
Bachelor of Science (BS), Electrical Engineering · (1996 - 2001)