

Hakan Gündüz

Instructional Designer

 Isci Bloklari Mah. 1524 Sok. 14/6
Çankaya / Ankara / Turkey

 hakan.gndzz@gmail.com

 +90 545 562 81 90

PROFESSIONAL SUMMARY

Collaborative problem-solving Instructional Designer and eLearning Developer with experience in designing, developing, and facilitating learning solutions for diverse learners. Active communicator with subject matter experts, using leadership, professional development, and mentoring skills, to improve team productivity. Strong organizer, interviewing stakeholders, analyzing data, designing clear learning objectives, and developing engaging courses. Succeeding with best learning outcomes to meet the needs of each institution.

WORK HISTORY

Instructional Designer, Upwork

Jul 2022 - Continue, Remote, Freelance

- Actively applying adult learning theories to create engaging learning experiences and solve performance-related problems for over 20 enterprise clients on Upwork including Google, Apple, Bloomberg, Kenvue, Coutts, and Welocalize.
- Continuously developing comprehensive courses using various tools like Articulate Storyline, Vyond, Figma, and Adobe CC, diligently following the complete Instructional Design process, covering storyboarding, script writing, prototyping, design, interaction, assessment, and iteration.
- Conducting ongoing stakeholder interviews to perform needs analyses, identifying target audiences, addressing performance issues, and closing learning gaps.
- Collaborating in real-time with subject matter experts (SMEs) to tackle specific topics, and assess client requirements.
- Actively engaging with Learning Management Systems (LMS), SCORM packages, and xAPI statements in an ongoing capacity.

Instructional Designer, BEAM Technology, METU Technopolis

Jul 2020 - Jun 2022, On-site, Full-time, Ankara, Turkey

BEAM Technology is a cybersecurity company based in Technopolis METU, Ankara, offering products such as an email phishing simulation with integrated online training modules following the simulation. My duties while working here were:

- Conducted needs analysis, collecting quantitative data to identify target audience, performance issues, and learning gaps from the companies which get simulation services.
- Developed engaging learning experiences for 90,000+ learners using adult learning theories to optimize task performance.
- I have closely collaborated with numerous Learning Management Systems (LMS).
- Implemented ADDIE, Action Mapping, and SAM ID models throughout the entire project lifecycle.
- Collaborated with subject matter experts (SME) and stakeholders to assess specific topics, evaluate client needs, and analyze strengths/weaknesses.
- Created educational materials from scratch using Articulate Storyline, Vyond, Figma, and Adobe CC, following all instructional design steps (storyboarding, script writing, prototyping, design, interaction assessment, and iteration).

User Experience Designer, Wissen Rechnet Sich

Feb 2020 - Jun 2020, On-site, Part-time, Graz, Austria

WRS Energy is an Austrian-based energy and construction company located in Graz, specializing in innovative solutions for the energy sector. My duties are as follows:

- Worked as part of a 5-members.
- Collaborated on the design and development of a modern website using Figma.
- Conducted UX research on the company's existing website to identify areas for improvement.
- Designed the user interface (UI) for specific pages, ensuring a seamless and visually appealing user experience.
- Examined the entire website for usability, implementing enhancements to optimize user interaction and satisfaction.

User Research Intern, Jotform, Hacettepe Technopolis

Aug 2019 - Sep 2019, On-site, Intern, Ankara, Turkey

Jotform is a versatile online form-building platform that enables users to effortlessly create, customize, and manage forms for various purposes. While I was interning here, my duties were as follows;

- Completed comprehensive theoretical training in User Experience Research, focusing on the identification and resolution of usability issues.
- Conducted usability tests, leveraging usertesting.com, to analyze and address real-world usability challenges.
- Executed A/B testing and heuristic evaluations to enhance product performance and user satisfaction.
- Analyzed test outputs, drew meaningful inferences, and generated detailed reports to inform decision-making.
- Reported findings from competitor analysis, providing insights into market trends and best practices.
- Formulated design recommendations based on research outcomes and industry benchmarks.
- Developed a detailed presentation summarizing research methodologies, findings, and recommendations.
- Delivered presentations to all team members, fostering effective communication and knowledge sharing.
- Successfully contributed to the development pipeline, with the work recognized and added to the next phase of project initiatives.

Student Assistant, HCI Lab, CC, Middle East Technical University

February 2018 - June 2019, On-site, Part-time, Ankara, Turkey

The METU CC HCI Lab is equipped with various eye tracker devices and has the necessary infrastructure to assess web applications for usability, accessibility, and compliance with ISO standards. My duties are as follows:

- Conducted comprehensive analyses of METU websites, assessing usability, accessibility, and adherence to ISO standards, and generated detailed reports.
- Oversaw usability testing procedures, ensuring the effective implementation of testing protocols.
- Proficiently utilized Tobii Studio software for data analysis and interpretation.
- Demonstrated expertise in operating Tobii T-120 and X2-60 eye-trackers to gather precise eye-tracking data.
- Facilitated orientation sessions for visiting clients, providing insights into the capabilities and functionalities of the laboratory.
- Managed the routine administrative tasks and paperwork associated with the day-to-day operations of the laboratory.

PORTFOLIO

 hakangunduz.info

 [LinkedIn](#)

 [Upwork](#)

SKILLS

- Articulate 360 (Storyline, Rise)
- LMS (Moodle, Cornerstone, Talent LMS)
- Vyond & Camtasia
- Figma & Canva
- Adobe Illustrator, PS, Premiere
- Synthesia & Genny
- Microsoft Suite
- ADDIE, SAM, Action Mapping
- Teamwork
- Instructional Design
- Project Management
- UI & UX Design
- SCORM & xAPI
- Storyboarding & Prototyping
- Assessment
- AGILE
- Gamification & Storytelling
- HTML, CSS, JS

EDUCATION

Bachelor of Science in Faculty of Education, Instructional Design (GPA: 3.36 / 4.00)

Jul 2021, Middle East Technical University, Ankara, Turkey

Erasmus in Information Design

February-June 2020, FH Joanneum, Graz, Austria

LANGUAGES

English: Advanced
German: Beginner
Turkish: Native

COURSES

- CEIT225 - INSTRUCTIONAL DESIGN
- CEIT207 - DESIGN AND USE OF INSTRUCTIONAL MATERIAL
- CEIT218 GRAPHICS AND ANIMATION IN EDUCATION
- CEIT321 FOUNDATIONS OF DISTANCE EDUCATION
- CEIT133 - PROGRAMMING IN INTERNET ENVIRONMENT
- CEIT 210 - PROGRAMMING LANGUAGES
- CEIT323 - MULTIMEDIA DESIGN AND DEVELOPMENT
- CEIT341 - MEASUREMENT AND EVALUATION
- CEIT421 - RESEARCH METHODS
- EDS304 - CLASSROOM MANAGEMENT
- CEIT411 - SCHOOL EXPERIENCE