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VIKI SUSLOVIC

Intersecting visual design, instructional design, and user experience to create user-centered, scalable solutions that enhance experiences, streamline processes, and drive meaningful outcomes.

PROFESSIONAL EXPERIENCE

Apple, Cupertino CA

AIML University, R&D Learner Experience Designer

March 2024 - Present

- Audit learning offerings and maintain a content repository, ensuring visibility into content status, update schedules, and alignment with business needs.
- Prototype and test new delivery modalities tailored to user needs, enhancing engagement and accessibility
- Design and implement a learner research strategy, incorporating surveys, focus groups, and usability testing to inform solution development
- Analyze team websites to consolidate and improve content relevance, discoverability, usability, and learner satisfaction
- Collaborate with Apple's internal UX teams to adopt best practices and strengthen cross-functional networking
- Establish processes to ensure consistent brand identity across all deliverables, reinforcing professionalism and alignment with organizational standards

Special Projects Group (SPG), R&D Lead Instructional Designer

February 2020 - March 2024

- Collaborated with stakeholders to implement training programs, learner progressions, and certifications for autonomous system testing
- Defined learning objectives and identified training events in partnership with developers, operations, and safety engineers
- Designed and developed Facilitator Guides, Participant Guides, Keynotes, and e-learning materials for hardware and software training
- Leveraged iPad and Apple Pencil to create interactive, engaging learning activities
- Supported on-the-job training with job aids, tooling, coaching strategies, psychomotor evaluations, re-certifications, and cognitive retention strategies
- Partnered with tooling, operations, and safety teams to enhance application user experiences and align with project goals

Stanford University, Stanford CA

IT Training, Visual Arts Instructional Designer

October 2019 - February 2020

- Designed, developed, and facilitated hands-on workshops and webinars for beginner and intermediate users of Adobe Illustrator, Photoshop, and InDesign
- Created and delivered an Adobe Certified Associate (ACA) preparation course for Illustrator and Photoshop
- Conducted demonstrations showcasing software interfaces, tools, and workflows
- Developed worked examples and practical exercises to help learners master Adobe creative software
- Designed job aids and quick-start guides to supplement instructor-led sessions and enhance learner retention

2U, Inc., New Carrollton MD

People Team, Instructional Designer

October 2018 - October 2019

- Designed and developed interactive online and instructor-led curriculum for new hire onboarding and department-specific training, leveraging the ADDIE model
- Collaborated with sponsors to define learning objectives, address gaps, and identify subject matter experts (SMEs) for content development
- Streamlined content collection by guiding SMEs with templates, resources, and regular check-ins to maintain progress
- Created storyboards, scripts, and prototypes to gather Sponsor/SME feedback
- Designed visual assets, including videos, illustrations, infographics, animations, and interactive media
- Conducted pilots and user groups to refine training materials before final distribution
- Led monthly professional development sessions to upskill instructional designers in Adobe Illustrator, Photoshop, Animate, Premiere Pro, and After Effects

Sonalysts Studios, Waterford CT

Naval Training, Instructional Technologist

July 2016 - October 2018

- Analyzed learning objectives to design user stories, interactions, feedback, and evaluations for 2D and 3D training simulations
- Created educational animations and interactive graphics aligned with multimedia learning principles
- Collaborated with SMEs to develop storyboards emphasizing sequencing, narration, and developer instructions for graphics and user interactions

Naval Training, Courseware Developer Lead

July 2015 - October 2018

- Analyzed learning objectives to design user stories, interactions, feedback, and evaluations for 2D and 3D training simulations
- Created educational animations and interactive graphics aligned with multimedia learning principles
- Collaborated with SMEs to develop storyboards emphasizing sequencing, narration, and developer instructions for graphics and user interactions

References available upon request.

● User Experience ● Instructional Design
 ● Graphic Design ● Multimedia Development



Education

- MPS**
Experience Design
Maryland Institute College of Art (MICA)
- MS**
Instructional Design
Quinnipiac University
- BA**
Graphic Design/Fine Art
Eastern Connecticut State University

User Experience

- User Centered Design
- Usability Testing
- Information Architecture
- Wireframing & Prototyping
- Interaction Design
- Accessibility
- Heuristic Evaluation
- Needs Analysis
- User Research
- Personas / Journeys
- Competitive Analysis

Learning Design

- ADDIE / SAM
- Blooms Taxonomy
- Kirkpatrick Evaluation
- Backwards Mapping
- Performance Training
- Information Graphics
- Adult Learning Theory
- Curriculum Development
- e-learning Development
- Gamification
- Project Management
- Serious Games/Simulation

Certifications

- Adobe Certified Associate:**
Graphic Design & Illustration using **Adobe Illustrator**
- Visual Design Using **Adobe Photoshop**

Technical Skills

- Image creation with **Photoshop & Illustrator**
- Interactive PDF/ ePub with **InDesign**
- Animation/interactivity with **Animate & Hype**
- HTML Development with **CSS & javascript**
- Screen recording/interactive video with **Camtasia**
- Video editing/special effects with **Premiere & AfterEffects**
- Rapid prototyping with **Sketch, Figma & Axure**
- Ideation/collaboration with **Miro & FigJam**
- Rapid elearning with **Storyline, Rise & Captivate**
- Information sharing with **Pages, Keynote & Confluence**