

Chelsea Coto

Learning and development professional with over four years of experience across course design, end-to-end LMS administration, digital content production and stakeholder engagement. I turn subject expertise into accessible, well structured online courses, standardise shared resources to keep a course catalogue consistent, and use learner feedback to drive course quality. Recently completed a Graduate Certificate in Digital Learning and Teaching.

CORE SKILLS

- **Learning design & development:** constructive alignment, authentic assessment, curriculum and assessment design, rubric writing, accessibility standards.
- **Digital production tools:** Articulate Rise, H5P, Brightspace, Miro, advanced Microsoft Office (Word, PowerPoint, Excel).
- **LMS administration:** building and deploying courses and activities, content refresh, forum moderation, User Acceptance Testing, reporting.
- **Collaboration & delivery:** SME and stakeholder engagement, project coordination, managing competing deadlines, problem solving, attention to detail.
- **Webinar hosting:** Zoom and Microsoft Teams virtual classrooms and live sessions.

EXPERIENCE

Online Learning Coordinator, Australasian Institute of Mining and Metallurgy (AusIMM)

April 2023 to present

- **Build & deploy:** create, maintain and update course content, pages and activities within the LMS, supporting the delivery of AusIMM's online courses program.
- **Project coordination:** lead end-to-end course management, working with facilitators and stakeholders on content updates, course refresh work and delivery, alongside the Senior Operations Manager.
- **Standardisation:** drive process standardisation and documentation of shared resources to improve consistency across courses and lift team and operational efficiency.
- **Feedback & reporting:** analyse course data and feedback, producing reports with actionable insights for course and system improvements.
- **Quality assurance:** conduct User Acceptance Testing for system and course launches to ensure a smooth learner experience.
- **Stakeholder support:** act as the primary point of contact for course-related matters, and prepare and host engaging virtual classrooms and webinars via Zoom and MS Teams.
- **Recognition:** acknowledged by senior management during operational challenges for dedication, efficiency and a proactive approach to service continuity.

Operations Trainer, McMillan Shakespeare

November 2021 to March 2023

- Designed and delivered training on product knowledge, software systems, soft skills and operational processes for hundreds of employees.
- Developed learner assessments and evaluations, providing constructive feedback to support skill development and knowledge retention.
- Collaborated with stakeholders to identify process improvements and refine training content.
- Hand selected for a leadership accelerator program, and commended by senior leadership for performance and adaptability.

Senior Customer Care Consultant, McMillan Shakespeare

January 2021 to November 2021

- Led team coaching, performance management and KPI achievement.
- Handled talent acquisition including interviews, hiring decisions and onboarding.
- Served as a primary resource for technical, service and product questions, and resolved escalated complaints.

Customer Care Consultant, McMillan Shakespeare

February 2019 to December 2020

- Consistently exceeded KPI targets through high-quality customer support and administration.
- Assisted in trainee coaching and feedback.

EDUCATION

Graduate Certificate in Digital Learning and Teaching, Victoria University (2026)

- Designed a full blended curriculum, Customer Service Communication Foundations, from learning outcomes through to session plans, assessments, marking rubrics and student-facing materials.
- Built supporting digital learning content in Articulate Rise, H5P and Brightspace, applying constructive alignment and authentic assessment.

Bachelor of Arts, La Trobe University (2016 to 2018)

- Majoring in Psychology and Japanese Studies.

Certificate II in Wholesale, Pinnacle Training Solutions

Certificate II in Business Administration, Kangan Institute

REFERENCES

Available upon request.