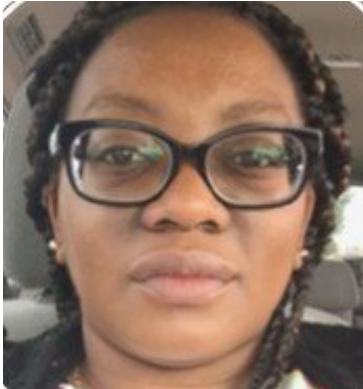## Gifflene Charles-Toussaint
SCOR²E Team

Years of Experience
20+ Years

Education
Cameron University
AAS, Multimedia Instructional Design
BS, Computer Information Systems

University of Oklahoma
AAS, Multimedia Instructional Design

Professional Experience
C² Technologies
Seasoned professional in training and solutions development, with strong project management skills.

Security Clearance
Public Trust

Gifflene Charles-Toussaint has more than twenty (20) years of experience in training and solutions development, and more than ten (10) years of project management experience, managing multiple federal and private sector projects, leading cross-functional teams in a hybrid work environment, promoting continuous improvement, and working collaboratively with subject matter experts to create engaging multimedia experiences for learning and performance support. Among her recent projects are virtual instructor led (VILT), virtual task trainer (VTT), virtual reality (VR), eLearning, and gap analyses. She has also established best practices, templates, and tools to help the expansion and maturity of these capabilities across the organization, reviewed procurement documents to determine the necessary project funding, timeline, and staffing, and provided courseware accessibility guidance. She also has experience writing project proposals and evaluating and remediating courseware for Section 508 accessibility compliance. In addition to her extensive experience, Gifflene is capable in leveraging Generative AI to augment her work and enhance productivity by utilizing text-to-text and text-to-image generators to support project management and learning material development. She is the recipient of industry awards including AVA, MarCom, and W3.

Gifflene currently plays a pivotal role in supporting FEMA by leveraging her expertise in project management, training development, and curriculum design. She is actively engaged in leading initiatives to develop and refine a wide range of educational and training programs aimed at enhancing emergency management competencies. By directing efforts across multiple projects, she orchestrates the collaborative efforts of Tiger Teams composed of over fifteen ISDs, focusing on the creation of high-impact, instructor-led classroom courses.

C² Technologies, Project Manager/ISD (2008 – Present)
- **FEMA—Training Development, Education and Assessment Support Services, Sustainment Training/Curriculum Revision (OY1).** Serve as Project Manager/Task Order Lead for five Tiger Teams of over fifteen instructional System Designers, editors and accessibility testers to develop or revise existing learning content, course materials, instructional methodologies, and experiential learning activities that align with the position performance tasks and/or competencies, as well as support Alpha review (virtual Pilot) and Beta delivery (in-person Pilot) of 11 FEMA instructor-led classroom courses. Conduct candidate interviews. Continue to collaborate closely with the FEMA COR, FEMA POCs, and Cadres to ensure that all deliverables are completed on schedule, are of high quality, and 508 compliant. Create and maintain course schedules and coordinate resourcing needs. Conduct task order level reporting - document weekly progress in a dashboard report and produce monthly progress reports, and support team leads with day-to-day staff assignments/monitoring. Develop automations to automate tasks and streamline processes.
- **Federal Emergency Management Agency (FEMA)—Training Development, Education and Assessment Support Services, Sustainment Training/Curriculum Revision (Base Year).** Served as Project Manager/Task Order Lead and managed four Tiger Teams of over fifteen instructional system designers, editors, and accessibility testers to develop or revise existing learning content, course materials, instructional methodologies, and experiential learning activities that align with the position performance tasks and/or competencies, as well as support Alpha reviews (virtual Pilot) and Beta reviews (in-person Pilot) of 23 FEMA instructor-led classroom courses. Worked closely with the FEMA COR, FEMA POCs, and Cadres to ensure

Gifflene Charles-Toussaint
SCOR²E Team

that all courses were completed on time, within scope, 508 compliant, and of high quality. Conducted candidate interviews. Created and maintained course schedules, as well as coordinated resource requirements. Conducted task order level reporting - documented weekly progress in a dashboard report and produced monthly progress reports, and supported team leads with day-to-day staff assignments/monitoring. Developed automations to automate tasks and streamline processes.

- **Federal Emergency Management Agency (FEMA)—Training Development, Education and Assessment Support Services, Sustainment Training/Curriculum Revision.** Served as one of three Team Leads managing the revision of 10 of 30 Instructor-Led courses from various FEMA Cadres, which required approximately 30 - 70% content updates. Courses ranged in length from four to ten days and were updated to accommodate both classroom and virtual instructor-led delivery. Responsibilities included creating development schedules for each course, planning and facilitating weekly status meetings, coordinating with multiple stakeholders and development personnel, managing resources and timelines, overseeing and ensuring quality.

- **Federal Emergency Management Agency (FEMA)—National Emergency Management Basic Academy (NEMBA) Independent Study Web Course Revision.** Instructional Systems Designer (ISD) on a team tasked with the update and revision of three (3) independent study courses. Responsible for revising approximately 50% of the existing IS-42: Social Media in Emergency Management curriculum materials. This 3-hour independent study course is designed to provide emergency responders with the education and tools to effectively engage stakeholders and the public. Responsibilities included participating in a week-long focus group and facilitating SME meetings to gather and validate content, developing and coordinating change requests, developing an overarching creative concept and writing the script for about 12, 3 to 5 minutes informational, revising and developing content in the FEMA LCMS, Section 508 compliance and LCMS conformance testing, and quality assurance.

- **Federal Emergency Management Agency (FEMA)—National Emergency Management Basic Academy (NEMBA) Course Revisions.** Instructional Systems Designer (ISD) on a team tasked with the revision of three (3) Instructor-Led Training (ILT) courses. Responsible for revising approximately 80% of the existing E/L0102 Science of Disaster curriculum materials. This resident/off-site resident three- (3) day course is designed to provide emergency management personnel with an overview of scientific principles and concepts that shape our increasingly dangerous world. The goal of this course is to enhance understanding of how scientific principles can be used before, during, and after a disaster. Responsibilities included participating in focus groups and conducting SME meetings to gather and validate content, developing and coordinating change requests, revising, and developing content in the LCMS, Section 508 and LCMS compliance testing, and quality assurance.