DR. JEISIL AGUILAR

Support | Instructional Design | Learning Technology | Digital Education | Research

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PROFESSIONAL SUMMARY

User support technician specializing in educational technologies with advanced qualifications in instructional design and educational research. Extensive experience providing front-line technical support to faculty and graduate students experiencing difficulties with learning management systems, educational software, and web-based platforms. Expert in troubleshooting technical issues, training graduate users, documenting solutions, and participating in the redesign of educational technology systems.

Extensive experience in research, teaching, and tutoring at the postgraduate level in education and education technology. Combines technical expertise with pedagogical knowledge to deliver comprehensive user support in academic environments.

CURRENT PROFESSIONAL EXPERIENCE

TECH/SUPPORT

Learning Technologist
Thompson Rivers University, Canada
January 2025 – present
Provide first-line technical support to faculty and students experiencing difficulties with Moodle LMS, WordPress, and integrated educational technologies. Troubleshoot and resolve technical problems related to course access, content display, plugin conflicts, and user permissions. Document technical issues and solutions in knowledge base for use by other support staff. Train users through individual consultations, group workshops, and self-service documentation. Assist with system configuration, course setup, and integration of H5P, video conferencing tools, and third-party applications to support online and blended learning environments. Participate in testing and implementation of new educational technology features based on user feedback.

Moodle Support for Projects / Thesis Support
Universidad de la Empresa (UDE), Uruguay
June 2020 – present
Provide technical support to students and faculty in the use of Moodle LMS and digital research tools for thesis and project development. Troubleshoot technical difficulties with platform access, document uploads, communication tools, and collaborative features. Offer methodological guidance combined with technical assistance to ensure effective use of digital

platforms for academic research. Create documentation and tutorials for common technical issues.

TEACH/DESIGN

Instructional Designer / Professor
FLACSO Uruguay
March 2016 – Dec, 2025
Provide technical and instructional support to faculty in the implementation and effective use of Moodle LMS for postgraduate programs. Troubleshoot technical issues with course delivery, user access, and educational tool integration. Design online and blended courses using learner-centered approaches and train faculty in educational technology best practices. Conduct research methodology workshops and supervise graduate theses on educational technology topics. Document common technical problems and create user guides and training materials for faculty development.

Methodological Tutor, Thesis Director, and Professor
Master's Program in Education, Innovation, and Technology, FLACSO Uruguay
May 2020 – present
Teach research methodology and academic writing to graduate students. Supervise thesis projects on educational technology integration and digital learning. Provide academic and technical guidance throughout the research process.

Methodological Tutor, Thesis Director, and Professor
Master's Program in Education, FLACSO Uruguay
July 2017 – Present
Teach research methodology and academic writing to graduate students. Supervise thesis projects on educational technology integration and digital learning. Provide academic and technical guidance throughout the research process.

PhD Professor in Education
Doctorate's Program in Education, UDE
Jan 2024 – Present
Teach research methodology and academic writing. Supervise thesis projects on educational technology integration and digital learning. Provide academic and technical guidance throughout the research process.

ADDITIONAL PROFESSIONAL EXPERIENCE

Project Assistant
The Learning Bar, Canada
April 2024 – December 2024
Developed instructional activities for a systematic reading instruction program.

Research Assistant
Thompson Rivers University, Open Press

November 2024 – March 2025
Designed open educational resources for the Education and Skills Training Program.

Student Partners Research Fellowship
Thompson Rivers University
November 2024 – April 2025
Developed a research methodology module for an online course.

Education Researcher
Universidad de la Empresa (UDE), Uruguay
January 2020 – July 2023
Provided technical and pedagogical guidance to Master of Education students and faculty on the proper use of computer systems and digital learning platforms.

EDUCATION

Master of Education
Thompson Rivers University, Canada — 2024

PhD in Philosophical Sciences
Central University "Marta Abreu" of Las Villas, Cuba — 2017

BA in Sociocultural Studies
Central University "Marta Abreu" of Las Villas, Cuba — 2007

TECHNICAL SKILLS

Learning Management Systems: Moodle (administration, troubleshooting, course setup), WordPress, Canvas familiarization | Educational Technologies: IA, H5P interactive content, video conferencing platforms, digital assessment tools, content authoring software | Technical Support: First-line user support, issue troubleshooting, knowledge base documentation, user training and workshops | Research & Documentation: Technical writing, user guide development, problem-solution logging, educational research methodology

INSTRUCTIONAL DESIGN PROJECTS (UDL 2025)

Let's Try AI – Generative AI for Students
Student Support. Provided technical support documentation and troubleshooting guides for student users. Educational website with over 25 interactive H5P activities on ethical AI use.

Career Exploration Learning Resources
User Support. Created interactive learning materials and user support resources for career services. Interactive materials to support employability and career exploration.

Learning Mode – Educational Resource Hub

Teacher Support. Designed open resource platform on instructional design and digital literacy. Developed technical documentation and user guides for educators. Open resource hub on instructional design, assessment, research methods, and digital literacy.