**PROFESSIONAL PROFILE**

As an instructional designer, I aim to find an ever-changing synergy between traditional instructional design principles and modern, learner-centered strategies that create meaningful learning experiences.

**PROFESSIONAL EXPERIENCE**

**Talent Development Lead,** Hussmann Corporation **November 2022 – Present**

* Designs and develops various learning courses and materials, including e-learning, virtual and instructor-led training, performance support tools, and more.
* Utilizes diverse learning strategies and instructional design frameworks to craft and refine program content for optimal effectiveness.
* Conducts virtual and in-person training sessions encompassing a range of subjects, including leadership skills, communication techniques, and emotional intelligence.
* Collaborates with teams to assess and address training needs, utilizing internal and external resources.
* Manages relationships with external vendors for supplemental training programs.

**Key Achievements**

* Revamped and developed a comprehensive high-potential employee program integrating components focused on fostering business acumen, leadership skills, and engaging active learning projects.
* Developed a virtual reality (VR) training pilot to boost engagement and hone troubleshooting skills tailored explicitly for refrigeration technicians.
* Provided consultancy services and devised tailored solutions to enhance our contact center training program, fostering a more enriching and engaging learning environment for our employees.

**Learning Development Specialist,** ZOE Holding CO **April 2022 – November 2022**

* Led the ongoing development and refinement of a training strategy, ensuring alignment with business goals.
* Managed and developed the recruiter training program, overseeing existing content and creating new materials.
* Collaborated with third-party video production teams and marketing consultants to curate new content as needed.
* Collaborated with HR to develop and deliver onboarding for corporate and field employees.
* Evaluated the success of training by assessing the achievement of learning objectives and transfer of knowledge to improve training solutions and identify future learning needs.

**Key Achievements**

* Crafted a comprehensive training roadmap to enhance leadership skills organization-wide within 12 months.
* Overhauled and led the transformation of the recruiter onboarding program, implementing a blend of self-paced learning modules and virtual instructor-led sessions tailored for a remote-first company operating across multiple time zones.

**Senior Learning and Development Specialist,** Hussmann Corporation **January 2018 – April 2022**

* Led the design & development of critical learning initiatives in traditional & innovative delivery venues.
* Assessed business, performance, and learning needs with leaders and experts, developing training objectives and materials aligned with business strategy and goals.
* Created e-learning, virtual, and instructor-led training and development programs.
* Produced audio and visual materials for communication and learner engagement.
* Managed front-end and back-end processes of Hussmann’s LMS platform (Cornerstone and Docebo)
* Worked with current and future learning partners and vendors.

**Key Achievement**

* Led the implementation of a new learning management system along with the front-end and back-end design of the system.

**Senior Training Specialist,** Express Scripts **November 2014 – January 2018**

* Developed and maintained training curriculum and reference materials.
* Created online courses, facilitator and participant guides, activities, job aids, assessments, and presentations.
* Collaborated with business partners to discern the training needs and then developed training objectives and materials to support the achievement of those needs.
* Maintained records of training classes and attendees using an LMS platform.

**Training Specialist,** Express Scripts **September 2012- November 2014**

* Created participant guides, activities, assessments, and presentations for engagement and ensure knowledge transfer.
* Facilitated new hire, continuation, and remediation classes to meet the needs of the business.
* Evaluated employee progress and provided coaching and feedback.

**INSTRUCTIONAL DESIGN SKILLS**

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| --- | --- | --- |
| **Instructional Design** | **Learning Materials** | **Tools and Technology** |
| * Needs analysis | * Presentation | * Articulate 360 |
| * Learning strategies | * Videos | * CenarioVR |
| * Assessment and evaluation | * e-Learning modules | * Adobe InDesign |
| * Curriculum development | * Job aids | * Camtasia | Snagit |
| * Project Management | * Infographics | * Vyond |
| * Content development | * Instructor-Led * Facilitator guides * Participant guides | * LMS (Absorb, Cornerstone, & Docebo) * Canva | Venngage |
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**EDUCATION**

Master of Science – Instructional Design and Performance Technology, Baker University 2024

Bachelor of Arts - Music and Worship Arts (Honors), Missouri Baptist University 2010

**CERTIFICATIONS**

* 360 Degree Feedback | Development Dimensions International, Inc. 2023
* Certified Facilitator | Development Dimensions International, Inc. 2023

**REFERENCES**

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| --- | --- |
| **Colleen Murray**  Performance Consulting Advisor | Evernorth Health  Former Manager - [colleenkillianmurray@gmail.com](mailto:colleenkillianmurray@gmail.com) | **Cindy Brendel**  Certified Executive Coach | Brendel Leadership Solutions  Former Manager – cindy.brendel3@gmail.com |
| **Paul Nedeau**  Project Manager, ERP Training | Hussmann Corporation  Former Manager – pnedeau@hotmail.com | **Beth Chandler**  Associate Director of Design, Team Lead | Emeritus  Former Manager - [bachandler2003@yahoo.com](mailto:bachandler2003@yahoo.com) |