

## INTERESTS

Innovative Learning Solutions  
Professional Development  
Emotional Intelligence  
Microlearning Programs  
Web & Graphic Design  
Watercolor Painting  
Fiction Writing  
Team Oxford Comma

## REFERENCES

Available upon request.

## EXPERIENCE - CONTINUED

### LEAD INSTRUCTIONAL DESIGNER, 7/2017 – 6/2018

#### TSYS | BROOMFIELD, CO

- Produced high-quality and innovative learning experiences that contained self-paced and interactive eLearning, instructor-led courses, webinars, job-aids, scenario-based learning, and various blended solutions
- Collaborated with groups across the organization to analyze, design, develop, produce, implement, and maintain content for learning solutions that were appropriate for the culture and level of expertise of individual users of the organization's various programs, products, solutions, processes, and services
- Mentored and coached internal team of sales trainers, advising on best practices for adult learning and instructional design

### INSTRUCTIONAL DESIGNER, 2/2017 – 7/2017

#### THE CE SHOP | DENVER, CO

- Researched and organized information and compiled instructional materials (tutorials, references, audio and video assets, storyboards, assessments, etc.) to create appropriately timed courses that met regulatory requirements and followed adult eLearning pedagogy
- Developed course outlines and objectives, determined user, selected appropriate training approach best suited for the content, structured course content, and developed curriculum to be implemented in full course cycles
- Transformed complex, unorganized information into clear and effective multi-media training and instruction in an extremely fast-paced environment (assembly line-style team)

### INSTRUCTIONAL DESIGNER, 2/2016 – 2/2017

#### GHX | LOUISVILLE, CO

- Conducted needs and task analyses with stakeholders to scope projects and identify needs of training curriculum
- Designed and developed learner-centered training programs, online courses, and certification assessments to support curriculum, including conducting SME interviews, writing storyboards, and developing eLearnings in Articulate Storyline
- Developed strong, collaborative relationships with internal stakeholders, including project management and implementation teams, to ensure smooth and timely deployment

### VARIOUS ROLES IN LEARNING & DEVELOPMENT, 2/2011 – 2/2016

#### CONSTANT CONTACT | LOVELAND, CO

- Designed, developed, and maintained New Hire Training materials (eLearnings, presentations, job aids, facilitator guides, communications, and other training solutions); Fully redesigned, implemented, and facilitated multi-week "Core" training program
- Developed and conducted needs assessments to proactively identify learning and development needs for ongoing training effectiveness
- Facilitated and managed bi-weekly new hire training program
- Wrote, produced, and managed 1500+ knowledge base articles