

Professional Summary:

About me: A personable, pro-active and dynamic Learning and Development Specialist fully versed in the adult learning theory and practice. Capable of designing and delivering fully blended experiences as appropriate to specific client needs. In-depth experience in the ADDIE and SAM models (and variations) and deliverables including ILT, e-Learning, VILT, facilitation, train the trainer and scenario-based activities. A professional career with a significant list of extremely satisfied clients. I recognize the importance of adapting to a specific client culture and am adept at doing so. I bring cross-functional business expertise in multiple industries including Health Care, Technology, Banking, Retail, Higher Education and various subject matters including sales, call center, new hire, and software. I am a creative team player, but highly self-directed and motivated.

SKILLS

Instructional Design & Authoring	Software	LMS & Tools
Full-cycle Instructional Design: (ADDIE, SAM and Agile)	Workday: several versions through v33	Multiple LMS's SAAS, UPK 11, SAP, SuccessFactors, Cornerstone, Canvas, Sakai
Needs Assessment and Gap analysis	Financial Systems Software: FiServ Open Solutions: Total Plus, Teller, Relationship Management Suite, Fund Tech/Payplus Wire	SMARTsheet, All Microsoft Products, Sharepoint
In-depth Knowledge of Adult Learning Principles Blooms and Kirkpatrick Taxonomy	ERP/HCM Training: Sales Force, Siebel Call Center and Sales CRM, SAP HR and CRM, People Soft Financial 8.x, Oracle	
End to End Curriculum & Course Development & Leader/ Participant Guides & Job Aids	Healthcare software: ReddiNet @, Veeva and familiarity with Epic modules	
Train the Trainer, New Hire Training Department & Onboarding	AutoCAD, SketchUp & 3Ds Max	
Articulate Storyline 360, Rise, Adobe Captivate through 2019, Camtasia, ADAPT	Singhu	

KMJ TRAINING LLC Remote

Owner/Training and eLearning Sole Proprietorship 22+ Years Freelancing

Senior Instructional Designer, Learning Experience Designer, Curriculum Developer, Online Learning Developer

Client: USC Training and Organizational Development Department-Senior Learning Designer-Remote (4/21-Present)

- Integral part of a Senior LXD team creating processes for client-driven, collaborative learning and development department
- Conduct comprehensive job task analysis to identify critical tasks, skills, and knowledge required for various job roles.
- Design and develop instructional materials, including eLearning modules, instructor-led training, job aids, and assessments, using research-based instructional design principles and adult learning theories.
- Collaborate with subject matter experts, stakeholders, and team members to define performance objectives and ensure alignment with organizational goals.
- Creating design procedures and documents that will create a successful L& D experience for staff, professors and students
- Build and deliver engaging learning experiences that will help shape USC HR's development programs
- Develop and validate competency models to support the creation of relevant learning objectives and instructional strategies.
- Evaluate the effectiveness of instructional materials and programs, making revisions as needed to improve learner performance and engagement.

- Provide expert guidance on instructional design methodologies, tools, and best practices to team members and stakeholders.
- Use of blended and innovative learning techniques to create interactive learning journeys with the learning design platform NovoEd for new and existing managers and leaders
- Creation of management and leadership development learning experiences: HR Academy & Management Essentials Program using Articulate 360 and hosted on Cornerstone LMS
- Upload and managed all courses on cornerstone LMS
- Keep up to date with the latest trends and developments in instructional design, ensuring the continuous improvement of USC's learning solutions

Client: Prologis Senior Instructional Designer-Remote (1/2014-Present)

- Workday v33 Job aides and videos for entire European Union for onboarding and ongoing tasks.
- 2017 project: Lead consultant on Customer Experience (CX) project for 1400 employees in 21 countries.
- Created blended learning on several aspects of Customer Experience for the onboarding process
- Create Management Courses on Delegation, Feedback, Management 101 and Motivation in Articulate 360
- Designed and created online modular training for employees on Box folder system.
- Utilized GoAnimate, Typeform, Articulate 360 and written documentation for deliverables
- 2015 project: created ILT for soft-skills Leadership series: "Fostering Collaborative Approaches", "Authentic Communication" and "Resolving Conflicts" utilizing MBTI, Emotional Intelligence and TKI Performance Improvements
- 2014 project: created interactive, engaging eLearning in Articulate 2.0 on "How to Create an Effective Goal", "Mid-Year Goal Review" and "Annual Performance Reviews"
- Created training for 1400 employees in 21 countries
- Material created from scratch (became a SME on Goal Planning and Performance Management)

Client: 5 Star Senior Living and Health Care (5/21-12/21)

- Responsible for creating 75+ job aides for latest version of Workday (r33)
- Tasks included everything from New Hire Onboarding, Payroll, Hiring, Goal setting and Personal Information
- Audience: All staff across multiple departments in multiple locations
- Created multiple Articulate eLearning videos on the latest release of Workday (r33)

Client: Rutgers School of Social Work -Remote 6/19-1/22 (multiple projects)

- Instructional Designer and eLearning Developer for multiple trainings for: The Reasonable and Prudent Parenting Standard, Genograms and Ecomaps, SVS and Kinship Family Centers
- Audience: Resource Caregivers, Case Managers, SVS Workers and Supervisors
- Modules storyboard created and development completed in Articulate 360, Canvas LMS and VYOND

Client: LuluLemon 9/20-12/20

- Consulted on soft skills project and development in RISE
- Audience: Retail Staff

Client: LEGO 7/20-10/20

- Consulted on Quest project and created output of eLearning modules in RISE and Articulate 360
- Audience: Teachers

Client: UNC Chapel Hill 6/20-9/20

- Instructional Design Consultant utilizing Sakai LMS building courses and assisting University Professor's convert in-person classrooms to online learning
- Created hybrid courses, flex-hybrid and complete online learning courses
- Audience: Professors

Client: Johns Hopkins University -Remote 4/20-6/20

- Instructional Experience Designer and eLearning Developer for multiple courses including Anatomy, Physiology and Disease, Medical Intensive, Psychological Profiling
- Assess curriculum needs and determine instructional goals and implement best learning design techniques and learning principles
- Create engaging and interactive learning experiences including scenarios, simulations, and games
- Use of Articulate Storyline to engage participants in learning experience design

Client: LPW/Veeva CRM Instructional Designer 10/19-5/20

- Developed scenario-based storyboards for Veeva CRM applications
- Audience: Pharmaceutical Sales Reps and Managers

Client: California Community Colleges Senior Instructional Designer-Remote 3/19-7/19

- Instructional Designer and eLearning Developer for 3 modules based on Teaching in Prisons
- Audience: faculty at California Community Colleges
- Modules created in Articulate 360

Client: Laerdal Medical and American Heart Association Senior Instructional Designer-Remote 3/18-3/19

- Sole Instructional Designer on 2 interactive eLearning emergency medicine continuous improvement programs built within the open-source platform of ADAPT.

- 1st program's subject matter: High-Performance CPR with an audience of EMT and Health Care Providers with content that was heavily video-based. 2nd program subject matter: training for 9-1-1 Telecommunicators with very call based and contextual learning.
- Responsible for storyboards including writing scripts, picking assets, overseeing prototypes and providing feedback during testing phase, editing within ADAPT, assuring accessibility, writing contextual assessment questions, and working closely with SMEs, media developers and programmers according to tight project schedules.

Client: UCSF Senior Instructional Designer-Remote 1/17-3/17 and 10/17-4/18

- Instructional design creation and editing of multiple eLearning modules for Office of Family Planning California Department of Healthcare Services/Family PACT initiative (FPact)
- Audience Front and Back Office Staff, Providers
- 508 Compliant and courses lived on Moodle
- Utilizing Articulate 360 with voiceover

Client: Lending Club-Senior Instructional Designer-Remote 4/17-10/17

- Created a new soft skills training program for the Customer Development team. 8 courses that will complement an existing 2-week onboarding program
- Utilized GoAnimate, PowerPoint and Articulate 360 for deliverables
- To be delivered over a 6-week period with 1 to 2-hour lessons each week (up to 12 hours of final course content)
- Each 1 to 2-hour module addresses a different soft skills topic that learners are then able to practice on-the-job training over the course of that week
- Helped author material from existing content from a recently developed sales playbook

Client: CISCO Senior Instructional Designer-Remote 2/17-5/17

- Responsible for shaping creative output for Sales and Partner Sales of Cisco One
- Created storyboards/vision for Articulate Storyline 2 output from content provided by the SME
- Directed and oversee all aspects of the creative development of the eLearning.
- Managed and directed the team on production and quality

Client: VMWare Senior Instructional Designer-Remote 11/16-1/17

- Created Value Selling Training for National Solution Selling Sales Meeting WWSKO
- How to Sell deck
- Value Prompter Battle Cards
- Healthcare and Public Sector Workshop with CxO Industry SMEs

Client: LinkedIn Senior Instructional Designer-Remote 11/2016-12/2016

- Worked on Onboarding Training for LinkedIn Sales Solutions eLearning for Sales Effectiveness Group specifically for new Reps in the Learning Solutions-Lynda.com space
- Topics to include Lynda.com and LinkedIn Learning
- Customize with the "The LinkedIn Way" methodology
- Emphasis on solution-based selling, strategic partner framework

Client: Grocery Outlet Incorporated Senior Instructional Designer-Remote 9/16-12/16 and 7/17-11-17

- Created training surrounding multiple Job Aides Quickbooks Pro 2017 for new franchise owners
- Created eLearning for all store personnel on Workday financials and HR tasks
- Created engaging ILT class with practice exercises on daily responsibilities
- Created Participants manual with real-life scenarios utilizing Job Aides

Client: First Republic Bank (Organization: Deposit Services and Loan Servicing) Senior Instructional Designer-Remote 6/2010-10/16 Multiple projects ran concurrently:

- Solely responsible for all New Hire 5 Day Intensive Financial Systems Training (systems listed above)
- History, Culture, Deposit Products and Services, Email Etiquette training
- Curriculum development, manual updates and rewrites, quick start guides, job aides
- eLearning module development for remote learning on proprietary financial systems software
- Created Call Center Certification to transition Call Center Associates to the Frontline within the bank
- Utilized Articulate Storyline 2.0 with voiceover and badges to create fun, interactive portal to access objectives, training and assessments for multiple modules
- Formalized Call Center New Hire training-
- Created Commercial "Bootcamp" training for Commercial Call Center in Adobe Captivate
- Designed 5 Day ILT course for Closing/Funding/Lending Department. Topics included loan narratives, loan closing, funding, RESPA, TILA Tolerances, Disclosures, Fund Tech Wires, KYC, PowerLender
- Concurrently designed 3 hour scenario based training on KYC (Know Your Customer), new Frank Dodd Regulation
- Delivered webinars on new Frank Dodd Regulations regarding Real Estate Reg Z transactions and new TIL, HUD-1, Loan Disclosure forms
- Systems included: PowerLender, SwiftSend, Total Plus, Teller, Onbase
- Loan case study type of training

Client: Geovera Insurance Senior Instructional Designer-Remote 12/15-7/16 and 11/16-3/17

- Created Earthquake and Homeowners Insurance Quote systems training using Articulate 2.0 for customer base and Insurance brokers
- Incorporated voiceover and GeoVera specific branding

Client: Granite Construction Senior Instructional Designer-Remote 10/2015-4/2016

- Created webinar training for Disadvantage Business Enterprise compliance regulations
- Created Cyber Security eLearning training using Storyline 2.0 for 10,000 employee varied audience, worked with Cyber Security SME and incorporated voiceover and multiple engaging activities
- Authored Oracle Taleo Performance Management User Guide

Client: FourThirds-Training Director-Remote 3/2014-5/2015

- Training Director responsibilities, managed creatives
- Responsible for creating dynamic storyboards from an ILT script based on a proprietary Sales Training and Coaching methodology. Topic included DISC Profiling, Motivation Theory, eROI Selling, Mega Deals, Communication and Conflict Management
- Very fast paced, rapid turnaround 72 hour deadlines
- Managed the creation of material created in Articulate Storyline 2.0 by a content developers, responsible for all edits and final sign off
- Very creative product output with high engagement and interaction
- Video integration

Other Client Projects:

Client: AAA NCNU-Created job aides and ILT for Workday.

Client: NFI Logistics, Transportation and Distribution- eLearning in Articulate Storyline on Profit and Loss

Client: Juma Ventures-Non-Profit Youth Development Organization- Creating interactive, youth-centered, online retail training learning modules using Articulate Storyline 2

Client: Covered California-Created comprehensive ILT relating to the Patient Protection and Affordable Care Act

Client: Peet's Coffee and Tea- ILT for Peet's Call Center for their new eCommerce site based on Magento ecommerce

Client: Winston Retail: Designed interactive module-based eLearning utilizing Adobe Captivate2/2010-2011

Client: HASC/Homeland Security: Designed and trained all 81 LA hospitals on ReddiNet software and, set up Adobe Connect to host training

Client: Chevron-Texaco- Nation-wide rollout of Vista and Office 2007 for Chevron-Texaco

Full Time Work/Sales

ISC Bioexpress Boston, MA and San Diego, CA Territory Manager/Sales 5/2002 – 6/2004

- Increased territory 150% in sales and gross profit in first 6 months
- Territory management for San Diego and surrounding area
- Managed over 150 Accounts

EDUCATION

- **Florence Design Academy 2022-Currently Online Florence, Italy**
Masters in Interior Design and Architecture
- **Northeastern University, Boston, MA**
M. S. Biomedical Science, 2001
(upon completion of comprehensive exam)
- **University of Texas, Dallas, TX**
B.A. Psychology, 1992
- **University of Texas, Arlington, TX**
4 years Pre-med, Biology post grad work

AFFILIATIONS

Jr. League of Women, Boston, San Diego and San Francisco Chapters

USEA Area VI 3 Day Eventing horse trials competitor

USHJA (United States Hunter Jumper Association) & USEF (United States Equestrian Federation) member

AWARDS

Outstanding Sales Effort Award 2002

\$500,000 Sales Representative Award 2003

*References available upon request.