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| **Authoring Tools**   * Articulate 360 Suite * Adobe Captivate * Toonly * Vyond * Gnowbe * Powtoon | **Design Tools**   * Adobe Creative Suite * Microsoft Office * Audacity Audio Editor * Canva * Snag-It | **Project Mgmt Tools**   * Smartsheet * StoriesOnBoard * Mindmeister * Trello * ClickUp * Miro | **Evaluation Tools**   * Alchemer * Survey Monkey * Smartsheet * Cornerstone | **Learning Platforms**   * Cornerstone * EdCast * gnowbe * Paycom |

**EDUCATION**

* AAS Multimedia Graphic Design, Pikes Peak State College
* Master Instructional Designer Certification, Association for Talent Development
* Preparing for CPTD certification

**CAREER EXPERIENCE**

**Fast Pace Health** | Remote  
**Director, Learning and Development** | September 2023 to present

Built, and continue to lead, coach and develop a high-performing team of learning and development professionals. Oversee the design, development, execution, and evaluation of learning solutions focusing on enterprise-wide leadership and employee development aligned with corporate values and role specific competencies.

* Partner with leaders across the organization to create frameworks to support the development and engagement of various employee groups, from newly hired teammates, clinic and support office staff at all levels of tenure, and leadership development.
* Collaborate with cross-functional teams to ensure seamless and integrated alignment and execution of learning & development strategies with broader organizational objectives.
* Engage with stakeholders and subject matter experts to identify business goals, performance needs and skill gaps for their teams, and then collaborate to create innovative learning solutions that positively change behaviors and drive results.
* Developed and implemented learning and development foundational standards of practice to include: templates, intake processes, publishing standards, course maintenance strategies, learning implementation, and evaluation processes.
* Stay current with emerging design and learning trends to create learning experiences that engage modern learners at the appropriate point of need while strategically meeting organizational goals.

**DaVita Kidney Care** | Irvine, CA  
**Manager, Learning and Development** | August 2014 to September 2023

Led the Learning and Development team to design and deliver relevant, meaningful learning experiences to develop leaders, grow high performing teammates into leadership roles, and support newly hired teammates during their first year to improve retention and speed to proficiency. Applied current and emerging design and learning trends to create learning experiences that engaged modern learners while strategically meeting organizational goals.

* Designed and implemented a comprehensive library of leadership development programs to include: Leading Initiatives through Project Management; Business and Strategic Acumen; Communication Skills; Creating a Positive Work Environment; Providing Effective Feedback and Coaching; Critical Thinking Toolbox; etc.
* Instituted design efficiencies (templates, agile design, consolidated design and development processes, and formed a cross-functional design team) which increased high-quality design production by 300% while also reducing instructional design staffing by 40%.
* Developed and implemented a design model coined the E.A.R. Design Methodology, an experiential/blended methodology that improves the learner experience and knowledge retention through Exposure, Application, and Reinforcement, which is now a company design standard.
* Developed a comprehensive blended-learning initiative designed to improve year-one retention by improving business acumen, confidence and problem-solving skills of employees in their first year with the organization. First year results found that retention of teammates who attended the program was 28% higher than teammates who had not. And 38% of teammates experienced career progression during participation in the program, compared to 22% of a control group.
* Co-chaired the Training Professionals Community of Practice committee. Fostered a corporate wide Learning and Development collective that shared L&D wisdom and socialized best practices.
* Partnered with Center of Excellence to successfully implement a comprehensive Learning Experience Platform (LXP).
* Stayed current with emerging training development trends and standards, and brought current best practices to the organization, and pushed the boundaries of creativity and impact in learning.

**Deluxe Corporation** | Colorado Springs, CO

**Training and Design Specialist/Sales Coach Supervisor** | April 2007 to February 2010

* Designed and facilitated new hire curricula, corporate initiatives and continuing education courses.
* Implemented enhanced sales training, improving industry knowledge and refining target offers for top business lines.
* Designed, developed and deployed blended learning solutions that included instructor-led training, eLearnings, job-aids and strategic, on-the-job education.
* Managed a sales team and a customer service team while concurrently supporting the training organization.
* Increased revenue per hour by 46% for sales team by engaging representatives in strategic goal setting and employing a rewards system based on individual motivators.
* Improved after call work by 48% for sales team by determining barriers to performance and implementing individual coaching plans to foster accountability and drive results.
* Successfully managed teams through a new sales structure and a complete system upgrade maintaining strong team morale and dedication to the corporate vision.