

Goal-focused and accomplished professional with substantial experience in project/program management, relationship building, and curriculum/professional development. Proven track record of success in implementing a new learning management system, leading training various programs, and turning around a stalled learning curriculum. Demonstrated history of architecting and executing talent development programs to drive professional growth and accountability across organization; creating cohesive, world class overall training & development program for executives. Articulate and refined communicator; proficient in forging, nurturing, and maintaining professional relationships with stakeholders at all levels.

## Areas of Expertise

- ◆ Training & Development
- ◆ Stakeholder Engagement
- ◆ Staff Training & Leadership
- ◆ Content Design & Development
- ◆ Needs Analysis & Training Evaluation
- ◆ Critical Thinking & Problem Solving
- ◆ Project Management
- ◆ Relationship Management
- ◆ Cross-functional Collaboration

## Professional Experience

### PLASKOLITE, Columbus, Ohio

2021 – Present

#### Learning & Development Manager

Launched PLASKOLITE Learning using a blended approach grounded in adult learning principles.

- Established and implemented strategy for distributor network training. (23 self-study courses and 1 workshop)

### American Family Insurance, Columbus, Ohio

2016 – 2021

#### Instructional Designer

Administer end-to-end activities such as analyzing, designing, developing, implementing, and maintaining organization's Farm/Ranch curriculum. Steer team of five instructional designers to tailor over 100 micro-learning deliverables over eight months.

- Hand-picked to head designing and employing of learning interventions for a large Commercial Lines initiative.

### Ariel Corporation, Mt. Vernon, Ohio

2015 – 2016

#### Instructional Design Lead

Spearheaded team to craft and deploy organization's training content, including designing of homegrown curriculum, vetting external content, and overseeing learning management system.

- Streamlined department's brand and standards across all operations to enhance efficiency and quality.

**Senior Curriculum Designer**

Conceptualized the retail department's training curriculum while leading all aspects of ADDIE model. Leveraged in-depth knowledge of diverse training modalities to devise robust training content.

- Received promotion from position of Instructional Designer to Senior Curriculum Designer for delivering exceptional performance throughout tenure.

**State Auto Insurance, Columbus Ohio**

**2013**

**Senior Training & Development Specialist**

Structured and rebuilt on-boarding curriculum for claims call center, facilitating organizational needs by establishing balance between shorter training period and end user efficiency.

**American Family Insurance, Columbus, Ohio**

**2011 – 2013**

**Project Manager**

Headed all training projects surrounding deployment of new systems and products. Revitalized timelines by collaborating cross-functionally with training leadership, subject matter experts, and project stakeholders.

**Additional Experience**

**Instructor**, American Family Insurance

**Team Leader**, Progressive Insurance

**Education**

**Master's in Education with Major in Training and Performance Improvement**

Capella University, Minneapolis, Minnesota, 2014

**Bachelor's in Communication with Major in Telecommunication**

Ohio University, Ohio

**Affiliations**

**Past President**, Central Ohio Association for Talent Development, 2016

**President**, Central Ohio Association for Talent Development, 2015

**President-Elect**, Central Ohio Association for Talent Development, 2014

**Technical Proficiency**

**Adobe:** Creative Cloud | Audition | Illustrator | Photoshop | InDesign | Captivate | Bridge | XD

**Articulate 360:** Rise 360 | Storyline 360 | Review 360 | Content Library 360 | Rise LMS

**Camtasia | Lectora | Kaltura | Snag-It**

**Envato Elements | Vyond | WebEx Zoom | Microsoft Office Suite**

**Learning Management Systems:** Saba | Cornerstone | Xyleme | Articulate Rise