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Summary

I am passionate about improving performance and accelerating knowledge through creative design thinking and rich user experiences. I am an instructional designer and training project manager with a focus in eLearning, gamification, and educational technology. I'm also a web designer and developer with experience in many programming and scripting languages. I am devoted to usability and user-centered design, evaluation and analysis, and engaging learning experiences that improve employee skills, job efficiency, and team effectiveness.

Relevant Work History

Senior Learning Experience Designer, Tesla, Las Vegas NV 08/2016-present

- Project and program management of training and development initiatives, curriculum, and certification paths; working with global cross-functional business groups to align courses and curricula with company and team goals; communicating with stakeholders and Subject Matter Experts to align with business priorities and develop project plans, timelines, and reports
- Design and measurement of learning solutions and systems through needs analysis, program testing and iterating, measuring adoption, and evaluation of metrics to improve strategic impact
- Creation and maintenance of a large library of training materials in a variety of mediums for many learning styles and skill levels, including new hire training, new process/product rollouts, professional development/continuing education courses and train-the-trainer materials
- Rapid and iterative design, development, and delivery of exciting and engaging training solutions using ADDIE and Agile/SAM methodology, including: eLearning, instructor-led training, microlearning, self-study materials, handouts, tests, activities, job aids, learning games, simulations, and hands-on exercises
- Learning Management System (LMS) administration, including posting and testing eLearning modules and other course materials, user setup and maintenance, ensuring accurate audience assignments and assessment scoring, standard and custom reporting on performance, user activity, attendance and course completions, and basic troubleshooting
- Organization, management, and maintenance of internal knowledge base; creation, editing, standardization, and maintenance of procedural documentation; content strategy development
- Team leadership and development through professional organizations, conference attendance, workshop development and facilitation, internal cross-functional user groups, and mentoring

Learning & Performance Improvement Specialist, Signet Jewelers, Akron OH 07/2013-08/2016

- Research, logistics planning, needs analysis, design, development, facilitation, and evaluation of large-scale training programs, including annual nation-wide Leadership Conference and company-wide software implementations
- Curriculum and program design for sales and customer service related skills, performance skills, leadership development and coaching, interpersonal skills, management and technical skills
- Performance consulting, including creation and delivery of needs and performance assessments to determine developmental needs, and partnering with internal departments to consult on available training opportunities and propose training solutions
- Instructional design, development, and project management of training programs for field retail employees and management including: self-study materials (workbooks, job aids, handouts), in-store training and coaching, classroom training, instructional videos, and eLearning

- Development of evaluation plans to assess program / intervention effectiveness; development of evaluation reports and executive summaries to communicate results to internal clients; served on evaluation and analysis project team

Training Specialist, Abbott Laboratories, North Chicago IL 03/2008-06/2010

- Planning, design, and development of courses using the ADDIE model
- Training needs analysis and course evaluation
- Presentation and facilitation of training events and train-the-trainer workshops
- Internal consulting to other training and organizational groups

Freelance Projects

Web Developer, ByBritne Consulting (formerly Jenke Consulting) 01/2013-present

- Web design, custom development, and management using WordPress and other platforms
- Small business development: art and photography portfolios, product catalogs, ecommerce, social media, SEO and analytics
- Nonprofit development: memberships, event registration, community news and networking, charitable donations

Personal Assistant, Mutha Oith Creations 01/2013-07/2013

- Web design and custom development using WordPress, PHP, and CSS
- Community development including gamification and forum administration
- Planning, coordination and facilitation of large-scale gaming conventions and art shows
- Social media outreach, including Facebook, Twitter, Pinterest, Etsy, Goodreads

Professional Activities

- VP of Technology, Association for Talent Development (ATD), Greater Las Vegas Chapter (01/2018-present)
 - Member, ATD Greater Las Vegas Chapter (02/2017-present)
- Secretary/Treasurer, Toastmasters, Green Gabbers Chapter (Tesla Las Vegas) (06/2018-present)
 - Past offices held: President (10/2017-06/2018), VP of Education (02/2017-10/2017)

Certifications

- Certified Associate in Project Management (CAPM), Project Management Institute (PMI) (08/2018-08/2023)
- Competent Communicator (CC), Toastmasters International (02/2018-ongoing)
- Certified Gamification Designer, The Engagement Alliance (08/2017-08/2019)
- Certified Performance Consultant, Langevin Learning Services (05/2015-ongoing)
- Certified Diamontologist, Diamond Council of America (07/2012-ongoing)

Education

- Graduate coursework in Educational Technology, emphasis in Learning Systems Design and Development, University of Missouri Columbia (2007-2008)
- Graduate coursework in Library and Information Science, University of Missouri Columbia (2006-2007)
- Bachelor of Arts in English, emphasis in Literature, Society, and Politics, Webster University, 2006
 - Minors in French and Education, Webster University, 2006
 - Study abroad: London, UK (01/2005-04/2005) and Normandy, France (05/2003)

Continuing Education

- Essentials of Technical Training, ATD Education (11/2018)
- Gamification and Behavioral Design by The Octalysis Group, Udemy (10/2018)
- Basics of Human Performance Improvement, ATD Education (10/2018)
- Teach Anybody Anything by Rule the Room, Udemy (05/2018)
- Designing Gamification by The Engagement Alliance, Udemy (08/2017)
- Human-Centered Design by University of California San Diego, Coursera (02/2016)
- Learning How to Learn by University of California San Diego, Coursera (01/2016)
- Project Management by University of California Irvine, Coursera (09/2015)
- Evaluation of Training, Langevin Learning Services (05/2015)
- Gamification by University of Pennsylvania, Coursera (03/2015)
- Consulting Skills for Trainers, Langevin Learning Services (10/2014)
- Training Needs Analysis, Langevin Learning Services (12/2013)
- Instructional Design for New Designers, Langevin Learning Services (12/2013)

Computer / Software Skills

- Project Management: Wrike, JIRA, Confluence, GitHub
- Educational Technology: Articulate Storyline, Articulate Rise, Articulate Studio 360, Adobe Captivate, Raptivity, Camtasia, Twine
- Learning Management System (LMS) Administration: Absorb, Bridge, Degreed, Moodle
- Web design and programming: HTML, CSS, JavaScript, XML, PHP, SQL
- Adobe Creative Cloud: Dreamweaver, Photoshop, Acrobat Pro, InDesign, Illustrator, Premiere Pro
- Microsoft Office 365: Word, Excel, PowerPoint, Access, Publisher, OneNote, SharePoint, Stream
- Content and asset management, knowledge management, blog, and wiki platforms
- Social networking, communication, marketing, and survey platforms
- Audio, video, and photography editing software and tools

Additional Work History

<i>Sales Associate, Kay Jewelers, Las Vegas NV</i>	10/2016-present
<i>Event Specialist, Advantage Sales and Marketing, Irvine CA (Work Location: Northeast Ohio)</i>	10/2010-02/2015
<i>Independent Contractor, Various Companies</i>	02/2011-07/2013
<i>Sales Associate, Kay Jewelers, Wooster OH Sales Associate, JB Robinson Jewelers, Akron OH</i>	11/2011-08/2012
<i>Independent Contractor, Leapforce at Home</i>	09/2010-03/2012
<i>Lead Clerk, Federal Reserve Bank of St. Louis, St. Louis MO</i>	10/2006-02/2008
<i>Assistant Manager, Walgreens, St. Louis MO</i>	10/2005-10/2006