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TOOLS

- Intellum & Evolve
- Articulate 360
- GenAI
- Microsoft 365
- Google Workspace
- Adobe InDesign
- Adobe Lightroom
- Canva
- Slack
- Jira
- Confluence
- LMS Admin.



PROFESSIONAL EXPERIENCE

SR. LEARNING DESIGNER | TRAVELERS INSURANCE | 2023 – PRESENT

- Manage development of five highly technical blended learning programs at Claim University, coaching 150 managers and 900 employees to achieve alignment with organizational goals.
- Conduct comprehensive needs assessments, action mapping, and AI-powered data analysis to identify skill gaps and areas for learning intervention.
- Leverage the ADDIE model and Agile development processes to oversee entire project lifecycle.
- Develop and maintain positive working relationships with executives and SMEs across business to achieve outcomes.
- Employ data-driven decision-making to evaluate program effectiveness and guide continuous improvement efforts.

SR. CUSTOMER EDUCATION DESIGNER | VIDMOB | 2022 – 2023

- Developed and scaled on-demand learning content for external enterprise SaaS clients, achieving a 4,000% increase in customer engagement with online modules.
- Partnered with stakeholders to design interactive coursework, aligning with customer success goals and product updates.
- Delivered interactive content and workshops rooted in adult learning principles and behavioral change techniques.

INSTRUCTIONAL DESIGNER & CONTENT WRITER | PEDAGO | 2020 – 2022

- Designed and implemented eight comprehensive educational programs that continue to reach hundreds of clients annually.
- Fostered a culture of collaboration through engagement with cross-departmental representatives, external contractors, and SMEs.

SR. PRODUCT MANAGER | INSTITUTE FOR INTERGOVERNMENTAL RESEARCH | 2019 – 2020

- Managed partnerships with federal agencies to deliver impactful learning and talent development solutions.
- Spearheaded the creation of an online certification program, educating over 250 federal employees annually.
- Supported legal compliance and confidentiality while navigating complex federal government relations scenarios.



EDUCATION

Master of Business Administration Quantic School of Business & Technology

Master of Arts in English Washington State University

- President of English Graduate Organization, Vice President of Graduate Pride Alliance, Founder of Graduate Student Professionalization Committee

Bachelor of Arts in English North Dakota State University *Summa Cum Laude*