

# Angie Janer, M.A., HRD/CSM

## Director-Level Learning & Enablement Leader

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### Executive Profile

Director-level technology and learning leader with 15+ years of experience driving digital transformations and large-scale enablement programs for audiences of 800 to 30,000+ users across public sector, healthcare, consumer, and technology organizations. As a Lead with deep expertise in organizational change management, customer and partner enablement, and enterprise learning strategy, I design end-to-end learning and adoption solutions that are tightly aligned to business goals. Known for translating complex technology into intuitive, engaging experiences, I partner closely with C-suite stakeholders and lead cross-functional teams to achieve sustainable user adoption and measurable business results.

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### Core Competencies

- Learning & Development Strategy
- Organizational Change Management (OCM)
- Digital Transformation & Technology Enablement
- Customer/Partner Success & Adoption Leadership
- Executive Stakeholder Engagement & Governance
- Large-Scale Training Programs (ILT, eLearning, Train-the-Trainer)
- Cross-Functional Team Leadership (onsite/offshore, contractors, 5–40 person teams)
- Agile/Scrum Delivery, Design Thinking, Curriculum & Multimedia Design
- CRM/LXP-Enabled Learning (Salesforce, myTrailhead, LXP)

**Technology Stack:** Salesforce (Government Cloud, Service Cloud, Sales Cloud, Commerce Cloud), Absorb LMS, Cornerstone LMS, SAP S/4HANA, Oracle WebCenter, ServiceNow, Workday, Digital Adoption Platforms (WalkMe), Articulate (Articulate Ai, Rise 360, Storyline), Adobe Creative Cloud, Vyond, Captivate, Asana, Jira

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### Professional Experience

#### Learning Experience & Change Leader

##### 2015 – Present

- Lead Learning & Knowledge Manager and Learning Architect for large-scale digital and CRM-enabled transformations, designing end-to-end learning ecosystems that support thousands of employees across global contact centers and BPO partners.

- Own the strategy and implementation of modern LXP and in-platform learning solutions, embedding just-in-time training, knowledge, and performance support directly into the agent workflow to improve speed, quality, and customer experience.
- Direct a high-velocity learning team using rapid prototyping to deliver dozens of impactful modules in compressed timelines while continuously refining content based on learner data, operational KPIs, and stakeholder feedback.
- Build data-driven tracking and reporting models that give leaders real-time visibility into readiness, adoption, and proficiency across sites and vendors, enabling smarter decisions about staffing, coaching, and process improvements.
- Re-engineer New Hire, cross-training, and peak-season ramp programs to shorten time-to-proficiency, stabilize quality during volume spikes, and create a consistent, branded learner experience across channels and locations.
- Partner with executives, operations leaders, IT, and product teams as a trusted advisor, aligning learning, change management, and communication strategies to business priorities and serving as the bridge between technology and the front line.

**Expertise in:** Learning & Development Strategy, Organizational Change Management, Digital Transformation, Learning Experience Design, Curriculum Architecture, CRM/LXP-Enabled Learning, Project & Program Management, Cross-Functional Team Leadership, Interactive Media & Multimedia Design, Stakeholder Engagement, Bilingual Communication (English/Spanish).

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### **Current and Past Projects**

**Deloitte** – OCM & Training Lead for designed and delivered blended ILT/eLearning and Train-the-Trainer programs for over 60k users across commercial and government projects, while also project managing over 100+ digital learning assets, which also included managing teams, scope and enablement operating model for a variety of users.

**Saks Fifth Avenue** – Lead Learning Architect for global contact center CRM/LXP ecosystem; led knowledge base strategy, Trailhead/myTrailhead content, and new hire/seasonal ramp programs for onshore and BPO teams.

**MHK (MedHOK)** – Learning Manager for healthcare SaaS platform; led agile learning experience design, regulatory/compliance training, and adoption support for clinical and operations users.

**Ashley Furniture Industries** – Learning lead for sales, service, and commerce technology rollouts; designed curricula and eLearning to support store and corporate adoption.

**Additional Clients** – Ingersoll Rand/Thermo King (Salesforce CSR training and instructional design); Broadpectrum and Ferrovia Services (learning and development for construction and infrastructure teams).

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### **Earlier Professional Experience**

Multimedia/Instructional Designer, University of South Florida St. Petersburg, 2014 – 2015

Adult Education M.A. Graduate Tutor, INTO/USF, 2012 – 2014

K–12 Teacher, State of Florida, 2002 – 2012

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### **Education & Certifications**

- 3x Salesforce Certified: Administrator, Associate, AI Associate
- Certified Scrum Master (CSM), Scrum Alliance
- Quality Matters APPQMR/PRC Certified
- Deloitte Virtual Facilitation Certified Trainer
- M.A., Adult & Continuing Education – University of South Florida

### **Graduate Certificates:**

- Human Resource Development
  - eLearning & Digital Learning  
University of South Florida
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### **Leadership & Professional Affiliations**

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| • Deloitte–USF Corporate<br>Mentorship Program Lead &<br>Founder | • Scrum Alliance   |
| • Deloitte Global Salesforce<br>Center of Excellence             | • American Association for Adult<br>& Continuing Education                 |
| • Deloitte D.Core/DFX Facilitator                                | • Tampa Bay Scrum Master Guild   |
| • eLearning Guild  | • USF Adjunct Instructor<br>(Instructional Design,<br>Multimedia Learning) |
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### **Languages**

**English** (native) | **Spanish** (fluent)