



Director of Learning and Development | Learning and Knowledge Manager  
| Sr. Multimedia Designer | Sr. Instructional Designer | Scrum Master |  
Digital Transformation CRM | Mountaineer Salesforce Trailblazer

# What I am doing today?

- Learning Architect driving implementation and adoption to organizations via the new LXP system via Salesforce called myTrailhead.
- As the Learning and Knowledge Manager, I lead the Saks Learning Team for Saks Contact Centers globally with the BPO partners.
- Via rapid prototyping, with the Learning Team, we have created over 30 Modules in a 90-day span, also while solving for customer problems with measurable learning experiences and in the well-designed learning ecosystem inside Salesforce Service Cloud.
- Led the learning strategy and share a tracking process via Trail Tracker. This approach allowed stakeholders to have visibility not previously available, to track and measure the effectiveness of training modules and programs with the BPO partners all inside the Salesforce Service Cloud console.
- Project Managed the curation and implementation of the New Hire Training Program to drive towards faster onboarding and proficiency across new agents and holiday ramp-up periods, delivering a 40% training time reduction.
- Overhauled and implemented a new training strategy, included T3 for all BPOs and leadership, for ramp-up and ramp down of agents during peak and off-peak season.
- Supervise 4 direct reports and oversee over 20 trainers who support over 900 agents at Saks Contact Centers worldwide.

## Learning Experience Architect Leader skilled in Instructional & Multimedia Design

Motivated, detail-oriented, and highly organized bilingual professional, with over 15 years' experience in the vast learning space, including leadership training, train-the-trainer, system user training, design, development and web-based courses. Expert in designing and developing synchronous and asynchronous product training curriculum for Fortune 500 portfolio companies. Mastery in instructional and multimedia design, from creating material for training courses, to adoption of technical products for internal and external audiences. Learning architect with expertise in multimedia technology and authoring tools for instructional design.

Expertise in:

Sales and Marketing, Interactive Media, Project Management, Bi-lingual, Client Service, Administrative, Change Management, Technical, Communications, Advertising, Multimedia Technologies, Authoring Tools for Instructional Design, Learning and Development.

### Current and Past Projects:

- **Saks Fifth Avenue** (Present) | Learning Salesforce Architect/Knowledge Base Management/Trailhead and myTrailhead Implementation/Service Cloud/Learning Path/ Trail Tracker/CSR Training Scientist/Learning Strategist/Train-the-Trainer/New Hire
- **Ingersoll Rand as Thermo King** | Salesforce Implementation / Sales Cloud/ CSR/ Instructional Designer / Train-the-Trainer
- **MHK- MedHOK** | Medical SSAS Platform Trainer/ Sales Cloud L& Marketing Cloud Learning Manager/ AGILE Learning Experience Manager
- **Ashley Furniture Industries** | Salesforce Learning Manager/ Sales/ Service/ Commerce Cloud
- **Myrtle Lake Baptist Church** | Producer/Graphic Designer/Web Design/ Social Media Manager
- **Bay Furnishings** | Graphic Design/Web Design/Social Medial Manager/Trainer
- **Broadspectrum** | Graphic Design/Learning and Development, Construction
- **Ferrovial Services** | Graphic Design/Learning and Development, Construction
- Multimedia/Instructional Designer, USF. 2014- 2015
- K-12 Teacher, Florida 2002-2012
- Adult Ed. M.A. Graduate Tutor, INTO/USF 2012- 2014

### WHO I WORK WITH:

I have worked with domestic mid-size companies to global enterprises. I possess communication skills that clients need with the ability to deliver change management concepts to a non-technical audience.

### WHY AM I DIFFERENT:

Spanish is my primary language and when teaching younger students, I saw the same struggles in them that I felt in learning their native language English. Fast forward, it brings me passion in discovering ways to make learning more engaging and fun even to challenging courses such as learning a 2nd language.

My passion has allowed me to hone my ability to align with our department challenging goals in reducing deficiency by 40% in ongoing customer satisfaction scores (KPI).

In my spare time, I enjoy graphic designing, video editing with my students at the University of South Florida and teaching them to love what they do in instructional designing.

### READY TO TALK?

For professional inquiries or opportunities to connect feel free to reach out via inbox/direct message me.

Email: [Angiejaner@gmail.com](mailto:Angiejaner@gmail.com)

I'm looking forward to repeatedly provide team-building training, learning & development frameworks that help companies stay trending in the web courses arena.

**HIGHLIGHTED SKILLS:** Articulate, Kaltura, Grovo, Captivate, Adobe Creative Cloud, LMS Systems, LMS designs

**RELATED SKILLS:** Senior Instructional Design, Director of Learning Development, Learning Manager, Training Specialist, Training Development Manager, Sr Training Development Manager, Professional Development, Product Manager, Multimedia Manager, Sr. Multimedia Manager, Training Development, Training Development Manager, Training Professional Services

## SKILLS

ARTICULATE 360  
ARTICULATE RISE  
STORYLINE 3  
CAMTASIA  
GROVO  
CAPTIVATE  
HTML5  
CSS  
JAVA SCRIPT  
EDIT ROCKET  
DREAMWEAVER  
PREMIER PRO  
FINAL CUT  
IMOVIE  
AFTER EFFECTS  
BLACKBOARD COLLABORATE  
ADOBE COLLABORATE  
ADOBE PRO  
PHOTOSHOP  
ILLUSTRATOR  
RUSH  
BLENDER  
PRO PRESENTER  
OBS  
FLASH  
CAMTASIA  
SNAGIT  
JING  
VIDEOSCRIPT  
WORDPRESS  
MICROSOFT 365  
GOOGLE SUIT  
BLACKBOARD  
CANVAS  
MOODLE  
DESIRE2LEARN  
LMS SYSTEMS  
ABSORB LMS  
WORKDAY LMS  
CORENERSTONE LMS  
ASANA  
MONSAY  
JIRA



Lifelong Learning

<http://www.Angiejaner.com>



LEARNING & DEVELOPMENT  
LEAD

Angelica  
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