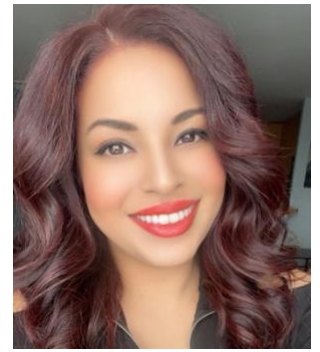


EMILY CORREA

EmilyCTrainer@gmail.com | 773-824-5236 | Chicago, IL 60613



Summary

- Dynamic, Multi-disciplinary Creative-thinking Senior Instructional Designer, E-Learning Developer, Trainer & Corporate Coach pursuing a remote long term role utilizing a proven 11-year history of private, public sector & Fortune 500 clients; applying Adult Learning Theory, the ADDIE model and the L & D industry's best practices.
- Passionate about maximizing organizational training programs with sharp, effective curriculum design & development to it's visual and cross-functional peak every time.
- Seeking a permanent L & D / Sales Enablement/ Instructional Designer / Consulting Role, also available B2B or as an Independent Contractor.

Experience

GeBBS Consulting | Chicago, IL
LMS Coordinator & Instructional Designer
12/2023 - 03/2024

- Extensively assessed, edited and tested 600 + existing Captivate E-learning courses for content & hyperlink updates on the LMS platform.
- Designed trackers to capture troubleshooting issues within the software and in publishing on the LMS, provided QA of completed courses from the team in the learning library and updated a 10-category status report on the course inventory list on a daily basis.

PIP Partners | Chicago, IL
Consultant & Instructional Designer
04/2023 - 11/2023

- SME-heavy Consulting Project to establish a L & D department for a 15 year Software Company, worked closely with the HR Director to interview Software QA, Analysts & Engineer stakeholders to assess and revise out internal employee training processes and map out over 100 technical procedures using Confluence Visio.
- Led over 30 SME meetings to analyze and transcribe 17 pages of meeting minutes for internal assessment of 6 internal roles, created content inventory which showcased 140 hours of off-brand outdated trainings, and designed their formal 40-page learner's Facilitator Guide Template, Job Aids and a 20-slide interactive PPT template as a sample across the 6 roles.

G.P. Strategies / U.S. Navy |
CHICAGO, Illinois
Instructional Designer
11/2021 - 04/2023

- Developed over 30 + full cycle Submarine Shipbuilding classified and unclassified Instructor-led and Storyline E-Learning courses towards Pilot delivery, w/classroom or on-the-job training of up to 15 learners per rollout, regularly juggling up to 6 courses at one time at various stages of development, approval and review per month.
- At project start, completed kick-off calls to meet with departmental U.S. Navy Subject Matter Experts to review project scope, time and

outline across content in resource documents, cross-referencing all material into one out of 5 different deliverable template styles and tools, including Facilitator Guide with either Participant Guides, PowerPoints, E-Learning Storyboards or Job Aids, towards various stages of review, edits, revisions then approval for course launch within 60 days.

- Met regularly with a large team of internal and external vendors including QA team and editors, Media, Storyline E-Learning Developers, Technical Writers, Lead IDs and Project Managers to vet, verify and then approve work and course development workflows, deadlines and alignment to the course learning objectives.
- Utilized L & D's industry best practices for a new B2C Walmart home delivery program for corporate, consumers and retail; designing an interactive, 3 module 50-slide PPT presentation reviewed then approved by key departmental stakeholders in sales, marketing, management and customer service.
- Revised their outdated Facilitator and Participant Guides which served as the template for the content development of future tools, including train-the-trainer's, PowerPoints and job aids.

Walmart | Chicago, IL
Senior Instructional Designer
05/2022 - 09/2022

Mark Anthony Wine & Spirits |
Chicago, IL
Senior Instructional Designer
03/2022 - 05/2022

- Supported White Claw's new L & D dept by launching a 42-slide PPT Template & Brand Kit for conversion of 15 + Facilitator PPT Sales presentations to rave reviews plus designed sample logos in Adobe Creative Suite and internal email templates.
- Created a 19 page fillable Participant Guide for their Lead National Sales Trainer.
- Consulted with 10 Sales Trainers on making final edits to their presentations including adding interactions + videos.

We Energies | Chicago, IL
L & D Consultant & Instructional Designer
11/2021 - 03/2022

- Completed 17 ID projects consisting of converting 918 Powerpoint slides on an updated, professional template for better learner engagement.
- Interviewed 9 key leaders and instructors within the company to suggest potential projects and needs to We Energies, transcribing 100 pages of recorded audio into 9 sheet excel of issues, ideas and key points.
- Expertly cross-referenced a 2022 Leak Emergency manual against an outdated 2016 84-slide, updating missing, inaccurate or new information into one consistent 94 slide PPT.
- Spent 8 weeks in meetings leading a think tank consisting of a 5-person leadership team to build a 2022 On-Call Instructor-led Manager Training course, updated 4 PPTS and converting final summarized content slides into one 90 slide PPT.

Wells Fargo | Chicago, IL
L & D Consultant & Instructional Designer
02/2021 - 09/2021

- Provided to Wells Fargo L & D 360 degree consultation about the relaunch of a company-wide new "Compromised Data" Risk Management Program by shadowing over 60 Zoom meetings, a 6-

week Storyline E-Learning onboarding course & 6 week advanced Risk Assessment Course, advising on best L & D best practices.

- Successfully designed a 50-page course workbook to supplement this course & other tools e.g. Student Attendance Compliance Tracker, a SME Needs Assessment/Training Request Form and a 21-question Interactive Jeopardy for improved program engagement.

Professional Convention Management Association | Chicago, IL
Instructional Designer
09/2020 - 12/2020

- Was recruited as lead ID to quickly relaunch a 2021 "Digital Events Strategist" certification in an agile environment by connecting with SMEs on the updated Covid-era event business practices for the #1 global organization for events professionals.
- Designed 127 pages of content into 5 workbooks, videos & modules from 99 pages of SME transcriptions.
- Created a 100-question final exam, 50 quiz questions, and uploaded all videos to Talent LMS.

Blue Cross Blue Shield of Illinois | Chicago, IL
Instructional Designer
06/2019 - 08/2020

- Blue University Learning Analyst; vital part of the Sales University Learning & Development team utilized to develop & design a new company-wide onboarding program; including a new website, Learner & Manager Guides, assessments and job aids.
- Completed contract with 9 Storyline E-learning courses accomplished, including a 40 minute 65-slide Insurance 101 E-learning with full voice over and over 20 interactions to be used company-wide for onboarding.
- Designed a modern 5 slide interactive "Sales Resource Library" PDF linking 28 internal Blue Cross educational resources across audio, video, web-based and document sources.
- Completed an 85-item content inventory evaluation of older training site with new product & deliverable ideas for future development.

Carnival Cruise Lines | Miami, FL
Instructional Designer
07/2019 - 10/2019

- Collaborated with Carnival L & D Director & Shipboard Trainer to conceptualize a 90-minute workshop on the topics of "Trust" and "Credibility" from 10 + sources to be utilized ship-wide for employee base.
- Designed a 55-page Facilitator's Guide, 15-page Participant's Guide, a Leader Guide, handouts and 20-slide PowerPoint for use during the course.

Rush Memorial Hospital | Chicago, IL
Field Technician
03/2019 - 05/2019

- Successfully completed project as lead IT Support for nurse communication phone software for internal time-sensitive patient communications during night shift hours 3pm-11pm.
- Updated over 200 phones across the entire hospital floor plan communicating effectively with nurse leadership & staff; immediately reported issues to IT management and fixed system malfunctions.

Sixstar Coaching | Remote / Tel Aviv
Program Creator & Coach Trainer
07/2018 - 03/2019

- Recruited by private client to test market with a new online "Life Coaching Certification" that successfully enrolled 250 + paid students over 2 years to a 5 star rating & rave reviews.

- Developed full design of an accelerated 12 week, 35-hour course & training solution that includes the conceptualization, copywriting, and instructional design of a 111 page workbook, equally being a personal development tool for potential coaches that delves into 6 areas of life & business, reviews 23 secret coaching techniques and explores 19 philosophies towards success in one's life & business.
- Led weekly online Zoom classes to groups of 10-30 adult learners that included lecture, group discussions, peer-to-peer-coaching, facilitation, breakout sessions, demonstrations and private 1-1 coaching.
- Spent 1.5 years consulting owner prior to school development on digital marketing & branding ideas to improve marketing metrics over the long term.

Pricewaterhouse Coopers LLP |
Chicago, IL
Digital Learning Strategist
02/2018 - 07/2018

- Designed and advised on several employee wellness-based projects for the L & D department, including storyboarded 5 E-Learning trainings via Branchtrack, revising scripting and selected avatars & backgrounds to fit themes.
- Designed a digital toolkit for increased corporate-wide employee morale & engagement.
- Created a 15-slide deliverable of 30 innovative toolkits options across 8 digital tools for future projects.
- Selected 150 stock photos from istock.com and shutterstock.com for three training modules to psychologically represent key branding styles for the intended audience.

TracFone Wireless Inc | Doral, FL
Instructional Designer & Co-Trainer
01/2017 - 11/2017

- Completed 10 + projects for this billion-dollar telecommunications conglomerate which owns 9 brands, studying each brand as SME and co-trained employees at retail FL stores.
- Rigorously converted 13 sales manuals totaling 378 pages from InDesign to Word Docs for easier future revisions by management.
- Revised 9 modules using design docs and storyboards with Adobe Storyline.
- Redesigned a 65-slide PowerPoint with full animations and transitions from 4 outdated PPTs for Director's town hall meeting.
- Created 15 games/quizzes, including a 50-question trivia game for an employee contest and created 21 videos with Camtasia.

ActionCOACH Florida | Miami, FL
Business Development Manager, ID & Consultant
01/2016 - 12/2016

- Organizational re-development of a private 24-year old Business Coaching Franchise Organization, that through one-on-one meetings with the CEO, then became streamlined & efficient territory-wise.
- Full Sales Cycle, through B2B calling filtered 1200 + leads with Salesforce and hired/managed 2 social media interns.
- Designed new website & social media pages, including designing 20 + documents in Excel, PowerPoint & Word for use in marketing.

StartHub | Miami, FL
Consultant
02/2015 - 11/2015

- Consulted a multi-million dollar co-working start-up CEO on increasing brand identity & publicity; designed corporate web site & social media pages, and wrote 7 articles on LinkedIn.

National Grid | New York, NY
Corporate Training Analyst
01/2012 - 12/2014

- Contacted 800 + potential partners & completed 60 + B2B calls daily to promote space.
- Successfully enrolled 135 new hires over 3 years on redesigned onboarding program, while being Co-Trainer of intermediate software course & policies for established employees.
- Increased games, activities, quizzing and length of onboarding course from 7 days to 14 and created a 40-page Facilitator's Guide, 2 Storyline Courses & 30 + tools & job aids to support new hire's development.
- Selected as "Lead Emergency Trainer" during Hurricane Sandy in NYC/NJ, working all shifts to address stress calls & went door-to-door in Rockaway Queens, NY post-storm in FEMA-controlled zone with team to consult residents.
- Increased morale Post Hurricane Sandy, via training 150 employees on a self-designed & led "Positive Psychology" Leadership course towards rave acclaim.
- Trained 165 + call center employees & supervisors on mandatory safety & policy courses over more than 30 workshops.

Barbizon | Boston Miami, FL
Personal Development Instructor
07/2008 - 12/2011

- Lead Instructor; certified by the State of MA to provide personal development services in the arts & entertainment industry to youth. Trained 1,000 youth (ages 6 years - 18 years) through a 3 month / 48-class curriculum retaining a 90% approval score from students; 4 years of coaching which led to applying for Master's Degree in L & D.
- Provided 4 hours of high-energy stand-up training to groups of 15-30 students, utilized all forms of training from group work, pairs, demonstrations, discussions, storytelling & games.
- Charted skill development over 6 months in written logs for parent's approval, providing final reports & scores.

TLC Marketing | Boston, MA
Lead Advertising Representative
03/2007 - 06/2009

- B2B 75-100 calls a day to businesses in the Beauty/Spa/Wellness industry about advertising opportunity similar to Groupon, leading sales with 175 contracts in 2 years, individually completed full sales cycle prospecting-closing-negotiation & account management.

Herb Chambers Saab | Boston, MA
Business Development Manager
08/2005 - 03/2007

- Directed six car salesperson's client meeting schedules, matching inbound appointments to each car saleperson's personality.
- Was #1 Saab Car Dealership in the New England Region during this period, was client-facing 75 + calls a day and provided tours of the dealership.

Website

- www.Emily-Correa.com

Languages

Fluent in English and Conversational Spanish.

Skills

- 360 degree full-cycle Senior Instructional Designer & L&D professional with 11 years experience as a Corporate Consultant, Training Analyst, E-Learning Developer, Trainer and Internationally Certified Business Coach.
- Advanced design skills across the board in Articulate 360 Storyline / Rise, Captivate, Camtasia & Lectora; utilizing the ADDIE model, storyboards, need assessments, SWOT Analysis, Sharepoint and Brand Kits.
- Expert design skills in Wordpress, WIX, PowerPoint, Keynote, Word & Excel using PC & Mac.
- Exceptional training skills; successfully on-boarded 135 new union hires in first role post-Master's degree, retaining less than 1% turnover 2 years later.
- Since 2018, certified 250 + people around the world as a Professional Mindset Coach.
 - Sales leadership foundational experience includes being a Business Development Manager at an award-winning car dealership at age of 24, Lead Advertising Rep at 25, and a BDM for a large 400 million a year Coaching Business Franchise Organization in 2017.
- Exceptional Virtual and Instructor-led facilitation skills due to 10 years in theater as a classically trained theater actress.
- Graduate internship at Babson College, #1 MBA for Entrepreneurship globally, first person to revise 14-year old internal coaching program for Fortune 500-mentored student base.
- Social Media Expert digital marketer, networker & event producer with a network of 7k + on LinkedIn in multiple cities.

Education and Training

Institute For Professional Excellence in Coaching | New York, NY

Certificate in Life & Corporate Coaching

01/2013

350 Hours of Training, 10 Years now as a Coach

Suffolk University | Boston, MA

Master of Science in Organizational Learning & Development

01/2012

GPA: 3.8

Babson College | Boston, MA

Graduate Internship in Instructional Design Consultant

05/2011

University of Massachusetts | Boston, MA

Bachelor of Arts in Psychology & Sociology

01/2008

Minor in Business Management, GPA: 3.5