

# Emily Jannien Bailey

Charlotte, NC • (704) 488 - 3930 • [emily@lxology.com](mailto:emily@lxology.com)

## PROFESSIONAL SKILLS

Instructional Design	Curriculum Design	Articulate 360   Captivate 9
Adult Learning Principles	Agile Training Planning	Video Development
Learning Program Development	Learning Management Systems	Camtasia   Vyond Animation
Project Management	Adobe Illustrator   Photoshop	Graphic Design
Behavioral Change Management	Microsoft Office Suite	Multimedia Design

## EDUCATION

**Master of Science in Instructional Design and Technology** • Emporia State University

**Bachelors in Human Resources Administration, Business Minor** • George Mason University

**Graduate Certificate in eLearning and Online Teaching** • Emporia State University

**Six Sigma Green Belt Certification** • Villanova University

## PROFESSIONAL EXPERIENCE

- Develop web-based training courses, demos, and simulations using Storyline, Rise, Captivate, and PowerPoint
- Design training using a blended learning approach and multimedia strategies, including virtual classroom learning and eLearning for both technical and professional development training topics
- Lead a team responsible for facilitating and delivering Learning and Development programs in areas such as Employee Onboarding, Professional and Leadership development and additional assessment-based learning programs
- Partner with key stakeholders and all levels of the organization to identify needs and develop and source curriculum/courses to address the needs and evaluate training requirements
- Evaluate skill requirements and training initiatives for effectiveness to build, integrate, and lead innovative and sustainable learning strategies that impacts return on investment of key learning programs
- Execute learning programs involving employee onboarding, developing professional capability, and delivering leadership experiences through thought-leadership and advisory support across each functional area of business
- Direct a team of talent professionals to deliver solutions aimed at improving skills and readiness across the organization and will play a significant role in building capability and optimizing the talent management

## EMPLOYMENT HISTORY

LoanDepot

**Training Manager, Wholesale Mortgage**, 2021 – 2022, Charlotte, NC

Lead the design, development, and delivery of a diverse set of learning materials to support our Wholesale Mortgage line of business. Partnered closely with key business partners to translate business intent into engaging learning materials, with a focus (though not exclusively) on digital, virtual, and blended learning methods.

- Utilize expertise as a multimedia designer and graphic designer to develop learning solutions, performance aids, videos, storyboard e-Learning courses, structure simulations, and communication releases
- Worked closely with business subject matter experts and stakeholders to understand systems and training needs
- Design training solutions that demonstrate an understanding of adult learning principles and leverage current learning trends, including gamification and rich media (example: video) to enhance the learner experience
- Determine, recommend, and document project instructional standards and strategies, learner engagement strategies, and evaluation plan

KPMG

**Management Consultant, Instructional Designer**, 2019 – 2021, Charlotte, NC

Managed training development engagements for clients from various industries (e.g., financial, commercial, state and local government) projects. Design and create learning content, internal and external communications, and marketing to promote learning initiatives.

- Design and develop learning content in multiple modalities (e.g., instructor-led training, virtual-led training, eLearning, motion graphics, and animation videos) including graphics, infographics, job aid elements, and quick reference guides, and posters for internal and external learning audiences
- Developed the Learning and Development strategy and curricula while partnering with senior-level leaders and subject matter experts.
- Support large-scale training initiatives for multiple system implementations affecting 3000+ employees
- Managed the training workstream on the administration of IFRS 17 insurance standard for the North American division of a global insurance company

Accenture

***Instructional Designer Senior Analyst***, 2016 – 2019, Charlotte, NC

Coached instructional design and the full-cycle training development on a team of professional trainers for various programs. Created learning content for corporate audiences following the ADDIE instructional design model. Build relationships to collaborate with stakeholders in the planning and implementation of learning solutions. Partnered with in-house subject matter experts to identify learning needs. Serve as a creative and planning resource to internal consultants.

- Developed eLearning modules and videos, including research, gathering resources, storyboarding, overseeing content development, and managing timelines and budgets
- Designed and developed learning solutions including instructor-led in-person and virtual led, user support materials for a variety of materials including eLearning and print for training activities
- Communicated project details with internal business partners to validate learning solutions aligned to business priorities and strategy for operational effectiveness
- Directed the transformation of an established in-person training program to a blended virtual training program, increasing participant satisfaction from 78% to 95%
- Communicated project details and shared feedback with senior leaders and executives, with recommendations for improvement in support of making a positive impact on performance and operational effectiveness

Bailey Ventures LLC

***Independent Consultant***, 2013 – 2016, Arlington, VA

Collaborated with a virtual team dedicated to designing and implementing human resources, training, and business solutions to improve the business structure and professional growth of our clients.

- Built action plans based on client objectives, and track team performance utilizing project management methods.
- Established and managed the development of graphic design and web design solutions
- Partnered with freelancers to assist clients with marketing and communication needs
- Analyzed training needs and design materials for training activities

U.S. Trust, Bank of America Private Wealth Management

***Banking Center Manager / Client Sales and Service Officer***, 2000 - 2013, Raleigh, NC / McLean, VA

Directed the activities of banking center operations and managed the process of providing personalized banking for wealthy high-profile clients. Teamed with financial advisers to implement business strategies, analyzed clients' needs, and provided appropriate guidance.

- Delivered employees information about policies, job duties, working conditions, wages, and opportunities for promotion and employee benefits. Advised teams on compensation matters, conducting research and analysis to resolve compensation discrepancies
- Maintained budgets and performed audits, enforced the confidentiality of customer information, and ensured the center followed compliance with all policies, state and federal regulations
- Built and maintained camaraderie among center associates, ensuring all teammates drive collectively toward financial center goals
- Forecast training and development resource needs, managed communications, and presents recommendations to senior leadership