Jeanette (Ena) Boyd, PhD
Instructional Design
Portfolio

j.boyd.0623@gmail.com
573.586.8661
LinkedIn

MANAGER EXPERIENCE

Rebuilt Amazon Middle Mile learning program after gap analysis for efficiencies, learner needs, legal aspects, and available development and delivery technology to audiences of 60,000 for just one major segment. Internal Previous year 33 to 96 learning products developed.

Learning Lead for a 500-million dollar government contract with multiple learning deliverables.

Improved quality in first three months measured by learner complaints down to zero by end of month three. Instituted quality processes for not just learning content but gaining stakeholder buy in earlier by including SME and stakeholders in initial discussions per the Agile method. This reduced training development time by over two weeks per project. Instituted live content reviews for projects which led to a 100% decrease in leadership escalations for learning product delivery.

Reduced average learner time spent on learning per learning event from 30 minutes to 12 with some learning events down to less than three. For more complex learning events, introduced modular learning, video (Camtasia), scenario and decision-based learning to bring a more robust experience for learners.

Solved loss of training files due to attrition and movement by identifying one source solution that could hold every development file saving two to four weeks of training development in rework for a revision and resulting in zero file loss during team changes.

Solved a contentious relationship with government personnel as training lead for million-dollar contracts through military IDQ funding vehicles. Project was struggling as existing personnel had never produced military compliant training. Built relationships with government personnel, developed compliant templates and documents to demonstrate competence in the regulations, and collaborated with trainers to integrate military compliant training into demonstrations and pilots. Resulted in being named training lead and government liaison.

SKILL HIGHLIGHTS

- Selected to speak at DevLearn 2023
- Expert-level proficiency in Microsoft tools (Word, PowerPoint, Excel, Teams, SharePoint) and major eLearning authoring tools (Articulate Storyline, Articulate Rise, and Captivate
- Agile Project Development, Project Management, Contract Oversight

ROLE EXPERIENCE

PPG: INSTRUCTIONAL DESIGNER – GLOBAL TEAM

DECEMBER TO PRESENT

- Develops compliance and skill development eLearning for Aerospace Operations personnel. Uses Articulate Rise and Storyline extensively.
- Creates instructor led training and supplemental instructor and student guides.
- Involved in extensive effort to standardize onboarding throughout Aerospace sites.
- Workday LMS administrator: enrolls, reports, completions

AMAZON: MANAGER, DESIGN TECH

AUGUST 2022-SEPTEMBER 2023

- Oversaw work assignment to a staff of seven, five full time and two contract personnel. Obtained funding to hire contract personnel to supplement as I could show through metrics the workload required two more head count. Used decision matrix to prioritize workload and used matrix with leadership to show different levels of priority and entitlement for projects. Held weekly staff meeting, bi weekly professional development (show and tell for upskilling) and wider organization tag ups to share progress and team capabilities. Performed program management and informed leadership of team progress and projects.
- Influenced program leaders and stakeholders to include training personnel at earlier stages in determining training needs and methodologies. Resulted in over 100% increase in product output and movement from Articulate Rise to other modalities including tik tok style video and reduction in average learning time to under five minutes. Transformed the unit from Rise eLearning to various modalities including microlearning. Supported classroom content development and an instructor corp of over a dozen instructors.
- Increased product output from 30 the previous year to 96 projects with use of microlearning, upskilling developer staff, and influencing project stakeholders away from Articulate Rise as a training solution for every need.
- I built a training project priority decision matrix that compared entitlement, safety, risk of no action, number of people affected, and leadership that assigned point values to each intake. I used the DIF model as well to have two tools to prioritize projects and to propose or recommend for leadership for decisions on development during times of conflict or high reactivity.
- I led a root cause analysis effort for a major project that resulted in prioritization of training efforts for a major Amazon transportation segment. Resulted in identification of millions in entitlement that could be impacted by training efforts and helped prioritize development of lessor priority that could wait for resources.

MOSAIC: SENIOR CONSULTANT NISOURCE

AUGUST 2021-AUGUST 2022

Supporting NiSource Next a company-wide digital effort to transform paper to glass. A five-state effort involving hundreds of personnel. Created classroom and digital learning. Developed classroom facilitation and digital learning.

WHIRLPOOL NORTH AMERICA (SALES ENABLMENT)

MARCH 2020-JULY 2021

Sales Enablement – training was component/spec specific and not centered on relevance to the adult learner [site salespeople]. Integrated scenarios into training as well as profile information on how to sell products. Taught training methods to sales training team of ten for North America and major retailers including Lowes, Home Depot and Best Buy.

Used adult learning principles, profile analysis results, adult need for relevance, and What is in it for me? to build trust in the content and gain trainer buy in. I also introduced experiential learning principles to the trainer and training content to improve learner engagement and learner retention.

Solved legal review issues that were causing significant delays in training product launches by involving legal review at storyboard stage in development.

Closed a gap by developing learner profiles including major retail partners by conducting analysis on internal sales personnel and retail partner personnel. Profiles were then used in every agile project to identify learner and methods to improve performance outcomes.

Storyboarding, digital Storyline development, learner evaluation

CUBIC GATR: LEARNING LEAD

OCTOBER 2016-FEBUARY 2020

Training program lead for Cubic GATR with a 500-million-dollar program for delivery to the United States military. Program of Record Training Development Lead. Delivered two courses with full documentation including lesson plans, facilitator guides, training aids, and supported mobile app development.

Oversaw and assignment to a staff of three. Guided workload and deadline management with constrained government enforced deadlines. Consulted with government and military clients/stakeholders to ensure satisfaction with quality, overall product and business processes. Proposed multimedia solutions to increase learner engagement.

Led stakeholder weekly meeting to track project progress, answer questions and inform stakeholders of any issues.