KAYLEE O'CONNELL

Learning Experience Designer | Training Facilitator

PROFILE

Results-oriented professional, developing and delivering training for 9 years in customer service, corrections, and human services. Focused on learner-centered design, anticipating and addressing learning barriers. Passionate about competency-based performance improvement through needs assessment and multi-level evaluation.

PROFESSIONAL EXPERIENCE

Curriculum Developer, Forward Service Corporation - *Portage, WI*

APRIL 2022 - PRESENT

- Redesigning curriculum for blended delivery to accommodate flexible scheduling needs and increase training participation
- Managing team of five contractors designing and developing multi-week blended learning course
- Implemented transition to new LMS for client training through content migration and process documentation
- Designed and developed xAPI-enabled digital literacy assessment to increase learner access to online training
- Collaborated with Software Developer on UI design for custom training database
- Created and edited customized software video tutorials
- Designed and facilitated interactive team-building activity for over 200 employees at in-person company event
- Identified needs and gaps in training programs

Skills Instructor, Forward Service Corporation - *Portage, WI*

APRIL 2015 - APRIL 2022

- Created and delivered job searching program in three rural counties
- Designed and facilitated caregiver job skills training for over 20 clients
- Implemented new Learning Management System and two web conferencing systems with team of instructors
- Revised call center training for online delivery with skills instructor team
- Developed e-learning modules for several job skills courses

SKILLS

Training Facilitation

Instructional Design

Document & Slide Design

Problem Solving

Needs Assessment

Project Management

Video Editing

Accessibility/508 Compliance

TECHNOLOGY

Microsoft Office / Office 365

Captivate

Storyline & Rise

SnagIt & Camtasia

Zoom / Teams / GoToTraining

Learning Management Systems

SCORM & xAPI

EDUCATION

Graduate Certificate - Instructional Design
University of Wisconsin-Stout

Transition to Success Coach
Forward Service Corporation

Bachelor of Arts - Sociology
University of Wisconsin-La Crosse

Instructional Designer, Shenandoah Film Collaborative - *Remote*
JANUARY 2021 - MAY 2021

- Defined competencies and job functions for specialized internship in collaboration with Training Director
- Developed e-learning module for onboarding new interns

Direct Support > Lead Staff, REM River Bluffs - *Rochester, MN*
AUGUST 2014 - APRIL 2015

- Supported six adults in living full, active lives independently
- Trained and coordinated training for new staff

Re-Entry Program Coordinator (AmeriCorps VISTA), DFO Community Corrections - *Rochester, MN*
AUGUST 2013 - AUGUST 2014

- Designed, developed and piloted job search program for individuals on probation and parole
- Increased housing and employment opportunities for probation clients through community relationship building