



EMILY CORREA

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Summary

- Dynamic, Multi-disciplinary, Creative-thinking Senior Instructional Designer, E-Learning Developer, Trainer & Corporate Coach with 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 its visual and cross-functional peak every time.
- Industry Expertise includes; Healthcare, Military, Retail, Technology, Telecommunications and Sales.
- Seeking a remote, long-term role in L&D, Instructional Design or Consulting, with availability for B2B projects or independent contracting.

Technical Skills

- **Learning Tools:** Articulate Storyline, Adobe Captivate, Camtasia, Branchtrack, Snag it
- **LMS Platforms:** TalentLMS, SharePoint, Workday, Docebo
- **Design & Development:** PowerPoint, Visio, WordPress, Excel, WIX, Confluence
- **Other:** Microsoft Office Suite, Adobe Acrobat, Zoom, WebEx, Teams, Sharepoint

Experience

I-CAR | Chicago, IL
Instructional Designer
08/2024 - 12/2024

- Led the design and development of multiple e-learning courses for automotive professionals, producing over 250 slides in Articulate Storyline.
- Facilitated 100+ meetings with SMEs and team members to ensure the accuracy and quality of content, aligning training programs with industry standards.
- Revamped 33 outdated training materials, including instructor and student guides and job aids, making over 1,000 edits to improve clarity and effectiveness.
- Drafted e-learning storyboards, video plans, AI narrations, selected stock photography, and developed assessment questions according to SOPs.

Apex Consultants / U.S Army Corps of Engineers | Chicago, IL
Instructional Designer & Trainer
04/2024 - 05/2024

- Designed and developed a 30-slide PowerPoint training course on leadership skills, focusing on effective communication, teamwork, and conflict resolution.

- Conducted a week-long leadership development course, integrating interactive instructor-led training (ILT) techniques such as role plays, group activities, and impromptu speaking challenges.
- Provided one-on-one coaching and verbal feedback to 13 engineers on their speeches, focusing on improving public speaking skills and leadership communication.

GEBBS Consulting | Chicago, IL
LMS Coordinator & Instructional Designer

12/2023 - 03/2024

- Updated over 300+ Captivate-based e-learning courses within the company's LMS platform.
- Designed trackers to capture troubleshooting issues within the software and in publishing on the LMS, provided QA of completed courses in the learning library, and updated a 10-category status report on a daily basis.

PIP Partners | Chicago, IL
Consultant & Instructional Designer

04/2023 - 11/2023

- Worked closely with a software company's HR team to assess current employee training processes and map out over 100 technical procedures, identifying areas for improvement.
- Led 30+ SME meetings, transcribing 17 pages of meeting notes into actionable insights for the redesign of internal training materials.
- Created a comprehensive 40-page learner's guide, 6 role-specific job aids, and 20-slide interactive PowerPoint template, helping to standardize training across 6 internal roles.
- Developed a content inventory of 140 hours of outdated training, recommending updates and redesigns to ensure training effectiveness.

G.P. Strategies | U.S. Navy | Chicago, IL
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, with 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 the QA team, editors, media, Storyline E-Learning developers, technical writers, lead IDs, and project managers, to vet, verify, and then approve work, course development workflows, deadlines, and alignment to the course learning objectives.

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

- Designed an interactive, 3-module e-learning program for Walmart's new home delivery service, including 50 slides and multimedia elements, for corporate and retail employees.
- Worked with key stakeholders from sales, marketing, and management to revise and approve the course content, ensuring alignment with the company's objectives.
- 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.

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

- Developed a 42-slide PPT template and brand kit conversion of 15 + Facilitator PPT Sales presentations to rave reviews plus designed sample logos in Adobe Creative Suite and internal email templates to standardize the company's training materials and presentations across multiple departments.
- Created a 19-page fillable participant guide for the Lead National Sales Trainer, helping to streamline the delivery of sales training programs.
- Worked closely with 10 sales trainers to finalize and enhance their presentations, adding interactive elements, videos, and other multimedia components.

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

- Completed 17 ID projects, consisting of converting 918 PowerPoint slides into an updated, professional template for better learner engagement.
- Interviewed nine key leaders and instructors to suggest potential projects, transcribing 100 pages of recorded audio into nine sheets of Excel containing issues, ideas, and key points.
- Expertly cross-referenced a Leak Emergency manual against an outdated 84-slide presentation, updating missing, inaccurate, or new information into one consistent 94-slide PPT.
- I spent 8 weeks in meetings leading a think tank consisting of a 5-person leadership team to build a On-Call Instructor-led Manager Training course, updated 4 PPTs, and converted the final summarized content slides into one 90-slide PPT.

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

- Provided 360-degree consultation for the relaunch of the "Compromised Data" Risk Management Program, advising on best practices for e-learning design, including a 50-page course workbook and 21-question interactive Jeopardy quiz for engagement.
- Shadowed 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.

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

- Was recruited as lead ID to quickly launch a 2021 "Digital Events Strategist" certification by connecting with SMEs daily 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, and modules from 99 pages of SME transcriptions.
- Led the design of a 100-question final exam and 50 quiz questions for a certification program on digital event strategy.

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

- Blue University Learning Analyst; contributed to the development of a new company-wide onboarding program, including a modern "Sales Resource Library" PDF linking 28 internal resources across different media formats (audio, video, docs) including a new website, Learner & Manager Guides, assessments and job aids.
- Completed an 85-item content inventory evaluation of the outdated training site with new product & deliverable ideas for future development.
- 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.

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

- Advised on several employee wellness-based projects for the L & D department, including storyboarded 5 e-learning trainings via Branchtrack, revised scripting and selected avatars & backgrounds to fit new 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, including the conversion of 13 sales manuals into editable formats, the redesign of a 65-slide PowerPoint for a director's town hall, 21 videos with Camtasia, and created 15 games and quizzes for employee contests.
- Manually converted the formats of 13 sales manuals, totaling 378 pages, from InDesign to Word Docs for easier future revisions by management.
- Revised nine modules using design documents and storyboards with Storyline.

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.
- Contacted 800 + potential partners & completed 60 + B2B calls daily to promote space.

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

- 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 a FEMA-controlled zone with a 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 a Masters 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.

Babson College | Boston, MA
Instructional Design Consultant
12/2010 - 05/2011

- As a graduate school internship, was the only and first person to revise a 14-year old internal Leadership assessment and coaching program at the #1 school globally for a degree in entrepreneurship utilized by their student body.
- Interviewed the Dean of the school and other stakeholders to draft a 40-page deliverable of recommendations, revisions of assessments and case studies and provided digital marketing advice.

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 salesperson's sales approach.
- Was the #1 Saab car dealership in the New England region during this period, handling 75+ client-facing calls a day and providing tours of the dealership.

Education and Training

Chicago Innovation | Chicago, IL
"The Ladder" Tech Fellowship Recipient - Cohort 6 | 11/2024

Hispanic Alliance of Career Enhancement (HACE) | Chicago, IL
"Mujeres De HACE" Fellowship Recipient | 12/2024

Institute For Professional Excellence in Coaching | New York, NY
International Certification as a Certified Business Coach (350 Hours of Training) | 01/2013

Babson College | Boston, MA
Graduate Internship in Global #1 MBA in Entrepreneurship | 2012

- *Contributed to revising 14-year-old internal coaching program for student body.*

Suffolk University | Boston, MA
Master of Science in Organizational Learning & Development | GPA 3.8 | 01/2012

University of Massachusetts | Boston, MA
Bachelor of Arts in Psychology & Sociology, Minor in Business Management | GPA 3.5 | 01/2008

- *Classically trained theater actress with 10+ years in performing arts.*