

BRIDGETT CLANCY

CONTACT



Winston Salem, NC 27106

SKILLS

- Proficient in Articulate Storyline and Rise, Adobe Captivate, Camtasia, Vyond, Asana, Office 365, G Suite, and Visio
- Training and Development
- Instructional Design
- Curriculum Design
- Project Management
- Change Management
- Process Analysis
- Idea Development and Brainstorming
- Active Listening
- Process Improvement
- Teamwork and Collaboration

EXPERIENCE

Present

Sr. Specialist, eLearning Designer & LMS Admin

Confluent, Remote

- Launched company compliance program for mandatory compliance training
- Managed the organization's learning management system (LMS) and provided support to end-users with troubleshooting questions
- Create eLearning courses to support employee training and development
- Use authoring tools to create eLearning content, including multimedia elements, interactive activities, and simulations
- Test and publish eLearning courses and ensure they are compatible with the LMS and accessible to all users
- Monitor and evaluate the effectiveness of eLearning courses and use data to drive continuous improvement.

Learning and Development Specialist

University of Washington, Remote

- Use best practices in adult learning design to deliver relevant and engaging learning experiences for Workday Financials
- Served as Project Manager on Expenses, Accounts Payable, Record to Retire, Contracts, and Reporting Basics
- Worked with Change Managers, Subject Matter Experts, functional leads, technical leads, and Process Transformation team members to design courses and supporting materials to explain the future state of finance tasks.

Learning and Development Specialist

Wake Forest University, Winston Salem

- Implemented Workday Learning for faculty and staff at the university
- Used adult learning principles to design Workday Financials implementation training materials
- Designed course materials, job aids, Microlearning, demo videos, and infographics to support the implementation
- Trained Workday financials courses for faculty and staff
- Coordinated the scheduling, participant registration, confirmation, and logistics of Finance and Administration learning events
- Maintained existing training programs, materials, and documentation to ensure accurate and current content.

Technical Training Supervisor

Gilbarco, Greensboro

- Managed the development of technical training for gas stations and convenience store field service technicians and internal Service & Support associates and teams
- Worked with internal business units to develop training to support products scheduled for customer deployment
- Responsible for evaluating and implementing a new LMS, Saba
- Created and imported data files for 6500 users, oversaw the creation and import of WBT (Web-Based Training) and ILT (Instructor-Led Training)
- Developed standards of work for the training team.

Learning and Development Specialist

Loudoun Water, Ashburn

- Implemented SuccessFactors LMS; duties included negotiating contracts with external vendors (SkillSoft and RapidLearning) for training content, developing internal training materials (Quick Reference Guides and course content) on SuccessFactors and training staff on user interface for LMS
- Served as the LMS Administrator: created courses, uploaded online content, managed user accounts, and created scheduled offerings, curricula, questionnaires and LMS analytics
- Developed training strategy for company-wide SAP implementation, which included managing instructor schedules and resource scheduling for multiple daily classes that spanned more than two months of training.

Training Developer

HP, Herndon

- Prepared system training materials for end-users
- Conducted analysis of training statistics and incorporated changes to improve future training events
- Conducted program evaluations
- Evaluated training performance and needs with consideration for multi-lingual and cultural considerations
- Trained end-users using a blended learning approach.

Instructional Designer

Harris Corporation, Herndon

- Developed, designed and wrote technical training programs and related materials in support of U.S Government client
- Worked with Subject Matter Experts or used complicated technical documents to design and write course objectives and content
- Hosted and presented Adobe Connect training sessions to domestic and international learning audiences

- Evaluated training products to determine the applicability of course materials
- Reviewed training materials throughout the training development life cycle
- Maintained Secret clearance while on contract.

Systems Consultant

UPS Logistics Technologies, Baltimore

- Acted as a liaison between client area and technical organization by planning, conducting, and directing the analysis of moderately complex to complex transportation and logistics concerns to be solved with UPSLT's automated routing and scheduling systems and software
- Worked on enterprise training implementation project for customers in the healthcare and fuel, oil and propane industries
- Provided technical assistance in identifying, evaluating, and developing systems and procedures that are cost-effective and meet the client's business requirements
- Facilitated the implementation and training of UPLST Programs, including Roadnet University classes

EDUCATION

MA in Counseling & Psychological Services

Marymount University

BA in History

Belmont Abbey College

TRAINING

- Project Management, University of Washington
- Microlearning Certificate, Association for Talent Development
- Essentials of Designing Accessible Training, Association for Talent Development
- eLearning - Coursework, George Mason University
- Human Resources Certificate, Cornell University

REFERENCES

References available upon request