

PROFESSIONAL SUMMARY

Business professional with 10+ years of experience coordinating cross-functional initiatives, managing project deliverables, supporting digital systems, and developing practical business documentation. Experienced in working with business leaders and subject matter experts to clarify requirements, organize information, manage review processes, and deliver solutions that support workplace performance. Brings strong organizational, communication, problem-solving, and technology skills, with a background in financial services, stakeholder coordination, and continuous improvement.

CORE COMPETENCIES

- Project Coordination & Deliverable Management
- Cross-Functional Stakeholder Collaboration
- Business Process Documentation
- Knowledge Management & Information Organization
- Quality Review & Content Validation
- Project Scheduling & Workflow Coordination
- Digital Content & Document Management
- Team Leadership & Collaboration
- Reporting, Tracking & Administration
- Business Requirements Gathering
- Process Improvement & Continuous Improvement
- Microsoft 365, SharePoint & WordPress

WORK EXPERIENCE

Work	Tasks	Where
Design and deliver training using ADDIE	Coordinate the design and delivery of workplace learning initiatives, aligning project activities with business requirements and stakeholder expectations.	Elite Learning Network, first bullet
Manage course release cycles	Manage content release schedules, document version control, and quality reviews to maintain accurate, current resources.	Elite Learning Network
Coordinate external reviews	Coordinate stakeholder reviews from initial requirements through feedback, revisions, and final approval.	Elite Learning Network
Led online and blended learning	Coordinated learning initiatives across 10 business units, supporting approximately 260 employees and collaborating with business stakeholders.	First National, Training Team Lead
Managed end-to-end development cycles	Managed project activities from intake through launch, typically completing learning deliverables within three to four weeks.	First National, Training Team Lead
Partnered with SMEs	Worked with subject matter experts to document complex business processes, validate information, and develop clear procedural resources.	First National, Training Team Lead
Administered the LMS	Administered a digital learning system, including user enrollments, content management, activity tracking, and management reporting.	First National, Training Team Lead

EDUCATION & CERTIFICATIONS

Study	Place of Study
Certified Training and Development Professional (CTDP)	The Institute for Performance and Learning
eLearning Developer Certificate (In Progress)	Durham College
Adult Learning Certificate	
System Programming Diploma	Diamond Institute of Business & Computer Technology
Seneca College	Audio/Visual Communications Diploma

PROFESSIONAL EXPERIENCE

Elite Learning Network – Instructional Designer for Online Learning

Toronto, ON · 04/2025 – current

- Design and deliver training using ADDIE and adult learning principles for both classroom and online environments.
- Develop interactive eLearning using Adobe Captivate, Articulate Storyline, and Lectora, publishing SCORM-ready content for rollout and updates.
- Create facilitator guides, learner guides, and job aids that improve consistency and reduce reliance on informal knowledge.
- Manage course release cycles and version control to keep content current, accurate, and consistent across clients and updates.
- Coordinate external reviews end-to-end (intake > feedback > revisions > final) and ensure smooth stakeholder sign-off.
- Maintain and organize learning assets using SharePoint, Microsoft 365, and WordPress to improve reuse and reduce rebuild time.

First National Financial L.P. – Training Team Lead

Toronto, ON · 01/2020 – 04/2025

- Led online and blended learning across 10 business units, supporting approximately 260 learners.
- Managed end-to-end development cycles, delivering modules in 3–4 weeks from intake through launch.
- Partnered with SMEs to turn complex processes into clear, step-by-step training and kept development on track through structured review cycles (4–6 review rounds on average).
- Kept rework low by clarifying expectations early and tightening review inputs, typically ~2 SME rework requests per module.
- Developed assessments and knowledge checks to confirm learning, with average results around 90%.
- Administered the LMS (uploads, enrollments, tracking, reporting) and provided leaders with visibility into completion and adoption.
- Designed and delivered training using ADDIE and adult learning principles for both classroom and online environments.

First National Financial L.P. – Senior eLearning Designer / Developer

Toronto, ON · 01/2014 – 11/2020

- Designed and developed interactive eLearning for job-specific and compliance training using Articulate Storyline and Rise.
- Designed training using ADDIE and adult learning principles for both classroom and online environments.
- Built scenario-based activities, practice interactions, and checks for understanding to support real-world application on the job.
- Partnered with SMEs and managers to validate accuracy, incorporate feedback, and improve course clarity and usability.
- Administered the LMS by creating course shells, managing enrollments, publishing content, and supporting reporting needs.
- Maintained training assets and documentation to support consistent delivery and efficient updates.

Just Energy Group – Instructional Designer

Mississauga, ON · 01/2010 – 01/2014

- Designed and delivered training using ADDIE and adult learning principles for both classroom and online environments.
- Developed facilitator guides, learner materials, and eLearning content to support consistent delivery across teams.
- Collaborated with SMEs and leaders to align training to business needs, standards, and performance expectations.
- Supported evaluation and continuous improvement by gathering feedback and refining materials over time.

COMMUNITY INVOLVEMENT

- Music by the Bay Festival – Pickering Community Event Coordinator
- Social Committee Leader

LANGUAGES

- English – Fluent (spoken and written)

ONLINE SITE

<https://elitelearningnetwork.com/>