

# Oriana Greene

Learning Experience Designer (LXD) & UX/UI Specialist



## PROFILE

### Contact

667-352-6645

OrianaGreene@Gmail.com

www.OGUXiD.com

## EDUCATION

### 2023-2025 Learning Design and Technology

University of Maryland Global Campus

### 2014-2020 BS, Business Administration and Financial Planning

University of Maryland Global Campus

### 2020 UX/UI Certification

George Washington University

## SKILLS

- Instructional Design & eLearning Development**
  - Course development (ILT, eLearning, blended learning)
  - Job aids, microlearning, and instructional materials
  - SCORM compliance & Section 508 accessibility
- Multimedia & Content Development**
  - Articulate, Adobe Creative Suite, Figma, and Camtasia
  - Video production, motion graphics, & interactive media
  - UX/UI principles for learning engagement and app development
- Project Management & Collaboration**
  - Learning experience design & prototyping
  - Cross-functional teamwork with SMEs & stakeholders
  - Agile methodologies for training development
- LMS & Technology Integration**
  - LMS administration, course deployment, & tracking
  - Compliance training & regulatory content development
- Research & Technical Communication**
  - Investigative research, journalism, & editorial reporting
  - Regulatory documentation & compliance writing
  - Content development for training & publications
  - Editing, proofreading, and content strategy
  - Compliance & Regulatory Training Development
- Knowledge Management & Information Architecture**
  - Organizing and structuring content for accessibility and usability
  - Managing editorial databases and learning repositories
  - Documenting workflows, SOPs, and system enhancements
  - Stakeholder & SME Collaboration
- Learning & Performance Analytics**
  - Evaluating training effectiveness using Kirkpatrick's model
  - Gathering feedback and analyzing learner engagement metrics
  - Identifying training gaps and recommending improvements
- Event & Workshop Facilitation**
  - Planning and managing corporate training sessions and workshops
  - Coordinating vendor relationships for training-related events
  - Delivering engaging presentations and learning experiences
  - Developing SOPs and policies to support training programs
  - Managing communication with authors, publishers, and clients

## WORK EXPERIENCE

### Training and Development Coordinator

2016-Present

Guest Services Inc.

- Design, develop, and implement instructional programs using evidence-based instructional design models (e.g., ADDIE, SAM) to enhance employee learning experiences across management, HR, and customer support teams.
- Conduct comprehensive training needs assessments to identify skill gaps and align learning objectives with organizational goals.
- Develop engaging learning experiences through a variety of modalities, including instructor-led training (ILT), e-learning, blended learning, and microlearning solutions.
- Apply instructional strategies such as scenario-based learning, gamification, and interactive simulations to optimize knowledge retention and learner engagement.
- Utilize learning technologies (LMS, authoring tools, and virtual training platforms) to design and deliver training content efficiently.
- Create instructional materials, including facilitator guides, participant workbooks, job aids, and multimedia assets, ensuring accessibility and inclusivity.
- Evaluate the effectiveness of training programs using Kirkpatrick's Four Levels of Evaluation, gathering data on learner performance, knowledge transfer, and business impact.
- Collaborate with subject matter experts (SMEs) and leadership to develop targeted training initiatives that align with business objectives.
- Manage and maintain a curriculum database, training records, and reporting systems to track learner progress and program effectiveness.
- Facilitate training sessions for diverse employee groups, leveraging both virtual platforms (Microsoft Teams) and in-person workshops to maximize engagement and learning outcomes.
- Research and recommend innovative instructional design trends, such as adaptive learning and mobile learning, to continuously improve training effectiveness.
- Oversee the maintenance and functionality of training facilities and equipment to support an optimal learning environment.

### EDITORIAL OFFICE MANAGER

2014-2016

INTERNATIONAL PHARMACEUTICAL QUALITY

- Developed and managed documentation strategies to ensure clarity, accessibility, and user-friendliness in trade agreements and system-related materials.
- Collaborated with subject matter experts (SMEs), authors, publishers, and clients to enhance editorial standards and optimize content for usability.
- Analyzed pharmaceutical regulatory meetings, transcribing key insights to inform the creation of instructional materials and regulatory training documentation.
- Designed and refined user-centered documentation, ensuring technical policies, procedures, and system enhancements were communicated effectively through instructional best practices.
- Created user-friendly technical content, including standard operating procedures (SOPs), workflow diagrams, and system architecture documentation to support knowledge retention.
- Developed and maintained an editorial knowledge database, improving accessibility and version control of critical documentation.
- Applied instructional design principles to craft engaging training materials, including pharmaceutical workshop content based on user research, surveys, and feedback.
- Conducted research, content reviews, and editorial quality assurance to ensure accuracy, readability, and alignment with learning objectives.
- Supported learning development initiatives by strategizing, creating, and marketing publications tailored to audience needs.
- Curated historical documentation within department databases, improving content organization and information retrieval.
- Managed training material procurement and maintained an inventory of instructional resources for seamless learning experiences.
- Facilitated transparent communication by documenting meeting minutes, action items, risks, and issues, ensuring stakeholders remained informed and accountable.
- Published meeting summaries and learning resources in designated repositories to enhance knowledge sharing.
- Developed and maintained editorial guidelines and standards, incorporating best practices in instructional writing and technical editing.
- Created instructional assets, including "How-To" guides, short videos, PowerPoint presentations, e-learning modules, and web-based training solutions.
- Assessed and addressed end-user training needs for new software applications, designing training plans, interactive documentation, and self-paced learning materials.
- Developed test cases and training assessments to evaluate knowledge gaps, ensuring users achieved proficiency in new systems and processes.

### Customer Service Representative

2012 - 2015

PEPCO HOLDINGS, INC.

- Designed engaging marketing materials to enhance venue visibility and drive audience engagement, applying instructional design principles to create clear, user-focused messaging.
- Developed and managed communication strategies with venues to coordinate events, ensuring seamless learning experiences and smooth event execution.
- Led project planning and management, delivering user-centric outcomes that aligned with client goals, training objectives, and engagement strategies.
- Facilitated collaboration with vendors, ensuring high-quality services and products while prioritizing user experience in training events and promotional activities.
- Negotiated and secured new contracts, expanding business opportunities and enhancing user engagement through well-structured event planning and educational experiences.
- Managed inventory and procured necessary supplies, ensuring smooth operations and optimal resource availability for both training sessions and event execution.
- Identified and pursued new business opportunities, fostering partnerships and scheduling strategic meetings to support audience engagement and growth.
- Designed and delivered impactful presentations, leveraging PowerPoint and other multimedia tools to communicate key concepts and promote learning retention.
- Kept stakeholders informed on new products and project developments, ensuring transparency and aligning communications with user learning needs.
- Oversaw the development of marketing and instructional content, ensuring alignment with user needs, engagement strategies, and learning objectives.
- Compiled detailed event reports, evaluating user engagement and satisfaction while identifying areas for instructional and service improvements.
- Provided strategic feedback to leadership, leveraging user insights to enhance training programs, improve content delivery, and refine instructional materials.