

KORTNEY PAUGA

Certified Professional in Talent Development (CPTD), MEd. Instructional Systems Technology

CONTACT

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EDUCATION

Certified Professional in Talent Development (CPTD)
Association for Talent Development
Exp: April 30, 2024

MEd. Instructional Systems Technology
Indiana University, Bloomington
2015

BEd. Education
Indiana University, Bloomington
2013

SKILLS & TECHNOLOGY

SAM/ADDIE
Needs Analysis
Training Evaluation
Curriculum & eLearning Design
Rapid eLearning Development
Articulate 360
Captivate
Vyond
Adobe Suite

PERSONAL STATEMENT

Experienced and energetic talent development and learning experience design consultant. Manager of a global Learning Experience Design team. Leader of needs analysis and evaluation projects, data-driven curriculum design, and eLearning programs. Interests include microlearning; human-centered design; user experience; gamification; blended, experiential, and simulation-based learning. Strong background in creatively and collaboratively defining performance gaps; building relationships with stakeholders; gaining trust; recommending appropriate interventions; mentoring team members; and quickly understanding initiatives, processes, and needs.

EXPERIENCE

MANAGER, GLOBAL SUPPLY CHAIN TRAINING **May 2022 - January 2023**
Wayfair (Remote)

- Managed staff and mentored entry-level and senior-level learning experience designers. Upskilled direct report to own program management work effectively.
- Built 3-6 month work plans for complex and ambiguous projects.
- Established trust and built relationships with Operations Leadership, Safety Leadership, and other stakeholders to strategize, develop, and maintain 6 major Safety and Hazmat training programs for various warehouse employee roles ensuring OSHA and other regulatory compliance.
- Partnered with Wayfair's Dangerous Goods team to redesign lithium battery training and deploy 7 microlearning modules reducing training time by 33%.
- Partnered with the Associate Director of Global Health & Safety and other senior-level stakeholders to identify highest priority training needs for Operations Leadership. Developed suite of 12 self-paced modules from the ground up.
- Partnered with global Safety Managers and led the team to rapidly develop mobile training programs for front-line supply chain employees in North America, the United Kingdom, Ireland, and Germany. This program included 20+ country-specific microlearning courses developed in Vyond and deployed in Axonify LMS.

INSTRUCTIONAL DESIGN MANAGER **June 2019 - May 2022**
OneAmerica (Remote)

- Lead instructional designer and manager of 3 new hire/onboarding programs for various lines of business.
- Leader of 2 needs analysis and 2 training evaluation reports. Implemented design document, needs analysis, and training evaluation report templates.
- Led the rapid development of scalable training design for an influx of new hires including 4 onboarding courses using Articulate Rise and Vyond. Reduced facilitation for the business by 60%. Doubled the opportunities for associates to get realistic practice. Shortened path to core competence from 12 weeks to 6.

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EXPERIENCE continued

- Led needs analysis and large-scale training design project to meet the needs of Retirement Services Plan Managers. Partnered with SMEs weekly, consulted with business leaders and stakeholders monthly. Designed and developed 14 learner-centric curricula including 28+ facilitator/associate guides for virtual ILT, 28+ self-paced courses in Articulate Rise, and 3 eLearning modules.
- Designed and developed a highly interactive 8-hour face-to-face Retirement Services Foundations training including facilitator guides, associate workbooks, and various activity materials. Scripted, scheduled, and managed the recording of 7+ leader interview videos to use in training. Rapidly redesigned this course as a virtual/remote ILT in April 2020 to include Kahoot activities, breakout sessions, a virtual associate workbook, and eLearning.
- Experience with Cornerstone LMS uploading courses, building curricula, and assigning training. Partnered with LMS admin to pilot and implement the use of Cornerstone Express Classes. Served as an advocate within the organization for using the LMS to its fullest potential.

LEAD INSTRUCTIONAL DESIGNER

July 2015 - May 2019

HighPoint (Indianapolis, IN)

- Leader of 4+ high-profile instructional design projects for various clients.
- Mentored 4 entry-level and 2 senior-level Instructional Designers. Implemented Design Document template to 2 training teams of 20+ designers. Conducted 2 instructional design workshops for ID teams.
- Provided thought leadership on modern learning design approaches and process improvement for training development. Led 10+ interviews for new team members.
- Led team of IDs to develop and implement training and change management recommendations for the Quality Now initiative (Centers for Medicare & Medicaid Services). Developed 3-day face-to-face ILT with group and individual activities, eLearning, lecture, and a project-based assessment. Developed and facilitated an on-site train-the-trainer.
- Led large scale redesign and enhancement of a Health Insurance Marketplace New Hire (Centers for Medicare & Medicaid Services) new hire and onboarding curriculum with 12+ facilitator and associate guides, 15+ eLearning modules, and various job aids.
- Designed a one-day, face-to-face customer service course for Serco call center associates including 1 facilitator guide, 1 PowerPoint, 1 associate guide, 5 activity handouts, various interactive group activities, and 2 eLearning modules.
- Consulted with clients and developers weekly to plan and recommend user interface design updates to a telehealth application (ViiMed). Created 6+ wireframes using Balsamiq for effective FAQ pages.

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EXPERIENCE continued

WEDDING AND PORTRAIT PHOTOGRAPHER
(Indianapolis, IN)

February 2015 - July 2015

ELEARNING DESIGNER (INTERN)
Orbis Education (Indianapolis, IN)

May 2014 - February 2015

- Scripted, storyboarded, designed, and developed 35+ LMS tutorials in Adobe Captivate for undergraduate nursing students at various universities including Northeastern and Marian.

INSTRUCTIONAL SYSTEMS TECHNOLOGY GRADUATE WORK August 2013 - May 2015
MSEd. in Instructional Systems Technology - Indiana University (Bloomington, IN)

- Team lead of comprehensive needs assessment of Indiana University's Student Academic Center (SAC) to identify areas for innovation and improvement.
- Team lead of evaluation of Indiana University's Telecommunications Products Lab.
- Team lead of evaluation of professional development opportunities available to staff at the Indiana University School of Education.

TEACHER

May 2013 - May 2015

- Taught internationally as a full-time teacher in New South Wales, Australia.
- Taught locally in Bloomington, IN as a substitute teacher while earning MSEd.

PROFESSIONAL DEVELOPMENT

CERTIFIED PROFESSIONAL IN TALENT DEVELOPMENT
Association for Talent Development
Expires: April 30, 2024

April 27, 2021

MOBILE LEARNING CERTIFICATE
Association for Talent Development (Online)

August 10, 2017

MASTER INSTRUCTIONAL DESIGNER
Association for Talent Development (Orlando, FL)

June 6, 2017

