

MANDY BROWN

Learning
Solutions

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Globally-minded Senior Learning Solutions Designer with a strong interest in developing others, improving team processes, resolving business problems, and supporting stakeholders while providing client-first solutions. Proven experience coaching and mentoring, especially in developing instructional designers at various stages of their careers.

RELEVANT PROFESSIONAL HISTORY

Senior Learning Solutions Designer

Gartner | Dec. 2021 - Current

- Designed, developed, & delivered event-specific learning plans with over 30 deliverables to be time-released to learners over a 14-week window
- Consulted and collaborated with over 11 SMEs in varied business functions in connection to the above project
- Revised existing content into a flipped classroom model, which doubled learner engagement with the content while decreasing lecture time, serving over 1278 learners in my first six months
- Incorporated learner supports to minimize biases toward multilingual, nonbinary, and neurodivergent hires
- Develop and reimagine onboarding experiences and materials for new L&D hires and the Global Sales Learning and Development Program
- Consult with L&D leaders on authoring solutions, LMS tools, and other improvements to workflow

Instructional Design Mentor | Content Writer

IDOL Courses Academy | Jan. 2022 - Current

- Coach instructional and learning solutions designers at various career stages in continued professional development in both 1:1 and 1:many sessions (260+ mentees across three cohorts)
- Coach graduates in business acumen as they adjust to new roles, including managing up or sideways
- Design, develop, implement, and improve upon a trauma-informed, teacher-specific mentor program, raising mentee attendees by 250%, with a 7% increase in attendance of 6 or more sessions
- Host professional development seminars based on cohort need
- Collect mentee data (over 730 data points so far) to leverage in planning and writing blog posts regularly
- Host weekly office hour sessions on various instructional design topics (building a portfolio, designing learning solutions, interviewing, etc.)
- Develop mentor-mentee relationships with academy students with regular check-ins
- Write instructional design and other industry-related content for the academy's blog

SKILLS

Team Leadership

Project Planning

Storytelling

Writing & Editing

Storyboarding

Research & Data analysis

Blended Learning

Micro-learning

Mobile Lessons

TOOLS

Storyline & Rise

Canva

Trello

Vyond & Camtasia

Audacity

Zappar

CenarioVR

EdApp & 7Taps

Microsoft Office

Google Education Suite

Hyperwave

Tortara

Canvas

Learning Experience Designer | Instructional & eLearning

Designer | eLearning Developer | Gamification Expert

Berlitz Corporation | Dec. 2020 - Dec. 2021

- Implemented learning solutions and improvements in online courses within the LMS, serving over 7,000 global learners
- Advanced build efforts for Flex, an online offering that's generated almost \$4.2 million in sales in the first year
- Tested user experience of global product design and courseware
- Trained and supported contractors improving learning materials for over 40 levels of language content at multiple levels of complexity
- Drafted ILT lesson plans for 80 hours of advanced content
- Created five proof of concepts based on research in the first year
- Designed pilot programs to test market demand these proofs
- Transformed content into various learning experiences: augmented and virtual reality, animated videos, and gamification
- Conduct analyses and research to determine gaps in learner experience and recommend solutions

Instructional Designer | Subject Matter Lead Expert | Curriculum

Writer | Mentor Teacher

The Impact Center | Aug. 2014 - Dec. 2020

- Researched, planned, and implemented six special learning projects (ILT), awarded over \$4000 in grant funding
- Performed needs analysis and designed instructional and assessment plans for 12 learner groups annually
- Streamlined learner data collection, saving over 900 labor hours annually
- Earned highest performance rating 7 years consecutively; Instructor of the Year 2019
- Redesigned onboarding process to be 50% faster and more effective, saving 400 labor hours annually
- Onboarded and directed professional development for three project managers
- Translated and repackaged existing educational content, closing skills gaps for 90% of my learners

Professional Learning Coordinator | Training Facilitator

The Impact Center | Aug. 2014 - Jun. 2018

- Led instructional design team through the ADDIE and Agile Design processes, successfully launching four campus-wide initiatives to close skill gaps
- Created and managed systems for tracking large data sets in and out of the LMS
- Collaborated across departments to identify relevant training and development needs, leading to 90% of the team earning further ID credentials

Online Writing Center Coordinator | Adult Trainer

Texas State University | Aug. 2009 - Jun. 2012

- Launched a customer satisfaction survey program that collected over 3,000 data points in three years
- Wrote department needs analysis and reports that proved a need for expansion, growing the center capacity (facilities and new hires) by 30%
- Onboarded new tutors for in-person and online centers
- Led bi-weekly professional development for the online and in-person staff: case studies, observations, and role-playing scenarios

EDUCATION

Quantic School of Business and Technology

Executive MBA - Oct. 2023
(93% complete)

- Strategic Thinking & Leadership
- US Business Law
- Business Communications
- Startup Entrepreneurship

Texas State University

BA - Business Writing

Instructional Design & Online Learning Academy

- Academy Mentor
- Lv. 4 - Master ID
- Lv. 3 - ID Consultant
- Lv. 2 - Instructional Designer
- Lv. 1 - eLearning Developer
- Badge - Camtasia Skilled
- Badge - Storyline Skilled
- Badge - Genially Skilled

Sententia, Inc. Gamification

- Lv. 2 - Journeyman
- Lv. 1.73 - Practitioner
- Lv. 1 - Surveyor