

Olga Reidy

Sr. Instructional Designer | Program Manager | Training Manager

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Summary:

Sr. Instructional Designer with a passion for analyzing, designing, and developing on-demand cost-effective training materials. Proficient in various tools such as Articulate Rise, Storyline, Vyond, Adobe Suite, Adobe Creative Cloud, WellSaid Labs, Microsoft Office, SharePoint, and others. I consistently demonstrated expertise in designing effective instructional content while enhancing the learning experience and incorporating interactivity. I managed projects and vendors globally and collaborated with Subject Matter Experts (SMEs) to successfully deliver global new-hire training, system training, sales enablement, and AI training. I led the design and execution of enablement programs, bringing them to fruition by working across other businesses, working with instructional designers to develop creative resources, bringing video learning content to life with storytelling, and leveraging learning platforms to produce mixed-modality content, including reinforcement exercises, micro-learning, role plays, and simulations.

Core Competencies:

- **Instructional Design Expertise:** Content Development, Curriculum Design, Needs Analysis, Data Analysis, Learning Evaluation, Storytelling Experience
- **Technology Integration:** eLearning Training Development, vILT Design, Webinars, Podcasts, and Video Scripting, Developing micro-learning and publishing to the Learning Management System (LMS), Content Programming
- **Collaboration and Communication:** Stakeholder Engagement, Team Collaboration, Problem-Solving, Implementing Innovation and Interactivity, Leading Cross-Functional Teams for Large Projects

Technical Skills:

- **Authoring Tools:** Articulate Storyline 360, Articulate Rise, Adobe Captivate, Claro by DominKnow, Lectora, Oracle Cloud
- **Learning Management Systems:** Saba, Adobe Learning Manager, Moodle, OSAN, NetExam, Cornerstone, Learn, Blackboard, familiarity with AI-powered tools and platforms relevant to education and content creation (for instance, knowledge of AI writing assistants, content recommendation systems, or AI-based learning management systems).
- **Standards and Tracking:** SCORM (Sharable Content Object Reference Model) and xAPI
- **Virtual Classroom Platforms:** Zoom, Microsoft MS Teams, WebEx, Adobe Connect, Skype for business
- **Video, Graphics, and Audio Editing:** Camtasia, Snagit, Adobe Acrobat, WellSaid Audio, Descript, Audacity, Adobe Captivate
- **Assessment and Survey Tools:** Questionmark, SurveyMonkey, Google Forms
- **Project Management:** (Agile) Jira, Trello, Microsoft Project, SmartSheet
- **Collaboration Tools:** Microsoft SharePoint, Microsoft 365, Google Workspace, Slack, Confluence.

Professional Experience:

Merck, Miami, FL

Jun 2022 – Dec 2023

Program Manager / Sr. Instructional Designer

- Designed learning solutions (High-Level Design as Learning Architect and course/curriculum design) for high-visibility projects like HTA, Cosmic, P2P Logistics and Distribution, Appian, Janus, and others.
- Used Articulate 360 (Rise, Storyline), Adobe Captivate, Vyond, WellSaid Labs, Microsoft Office, and SharePoint on a daily basis.
- Cultivated trust and credibility with subject matter experts, leveraging these relationships to influence the scope of learning programs and support the design approach.
- Managed a global team remotely and worked with SMEs, engineers, and senior management.
- Partnered with leadership and business owners to develop curriculum and program strategies that improve the productivity and effectiveness of sales and success teams.

- Collaborated with Instructional Designers to build and deliver creative digital learning and training programs and interactive live learning experiences.
- Provided data-driven expertise to evolve programs and training solutions, validate skill proficiency, and measure knowledge retention.

VMware/Dell Technologies, Palo Alto, CA

Nov 2020 – May 2022

Program Manager / Sr. Instructional Designer

- Developed global Sales Enablement eLearning training aligned to VMware brand standards and business needs.
- Employed rapid development process to develop content on time and with minimal revision (VSP/VTSP SASE/Tanzu).
- Managed the lifecycle of eLearning development projects, including Subject Matter Expert (SME) coordination, project management, modality selection, and assessment approach.
- Consulted and collaborated with product, technical, and Customer Success stakeholders to gain buy-in and identify training needs that met business requirements and aligned to product solutions.
- Created roadmaps, prioritized with teams, and identified risks.
- Explored new learning strategies to ensure enablement is seamless and integrated into the workflow.
- Built working relationships across the business and used SMEs to help enhance enablement programs and content.

Oracle/NetSuite; Redwood Shores, CA

Nov 2015 – Jun 2020

Program Manager/Sales Performance and Product Training

- Managed global onboarding and continuous learning training projects from end-to-end (Customer Success (CS) and Key Account Directors (KAD)).
- Collaborated with the standards team to test templates and provided feedback on workflow.
- Developed Oracle Cloud Immersion training using a variety of multimedia including audio, video, simulations, games, and interactive tools to enhance learner's experience.

Citrix Systems, Miami, FL

Aug 2014 – Oct 2015

Instructional Designer

- Planned, developed, and rolled out over 100 online courses for a global on-boarding program reducing the need for costly global instructor-led training.
- Managed projects, trained, and collaborated with SMEs to deliver global new hire training.
- Facilitated needs assessments to determine the appropriate learning solutions to deliver engaging e-learning.
- Aligned assessments to ensure a measurable link to revenue growth.
- Managed project plans and other management tools to support the build and test efforts of ILT and eLearning courses.
- Ensured adherence to customer requirements and adult learning theories (using ADDIE, SAM, Agile models, Kirkpatrick's theories, and Bloom's taxonomy) and established procedures by working with SMEs and the user community.

Interim HealthCare, Miami, FL

2010 - 2014

Training Manager

- Managed, researched, planned, developed, and implemented leading-edge training solutions that positioned the organization to respond to rapidly changing business.
- Created online programs and certification training for Medical Management, Sales, Marketing, Hospice, Home Care
- Collaborated with SMEs with different business lines to optimize the use of technology for their instructional and performance support needs and sales enablement.

Education

- Master of Science in Education and Teaching Foreign Languages
H. S. Skovoroda Kharkiv National Pedagogical University, Kharkiv
- Associate of Applied Science in Digital Media
Broward College, Fort Lauderdale