



Ambre Quinn

Instructional Designer

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Expertise

- o eLearning development
- o Video development
- o ILT/VILT
- o Consulting
- o Project Management
- o Blended learning
- o Scenario-based learning
- o Social learning

Development Tools

- o Articulate 360 (Storyline, Rise)
- o Camtasia
- o Videoscribe
- o Vyond
- o Adobe Creative Cloud (Premiere Pro, Animate, Audition, Photoshop, Illustrator, InDesign, Acrobat)
- o Microsoft 365 (PowerPoint, Word, Publisher, SharePoint, OneNote, OneDrive, Whiteboard)
- o Miro

Hosting Tools

- o Cornerstone LMS
- o Workday Learning LMS
- o Percipio Learning Platform
- o Kaltura Video Cloud
- o MS Stream Video Service
- o Vidyad Video Platform
- o MS SharePoint

Top Subject Matter

- o Diversity, Equity & Inclusion
- o Systems Training
- o Leadership Development
- o Career Development
- o Data Privacy/Info Security

Industries

Construction/A+E, Third-Party Logistics, Technology, Manufacturing, Wholesale Medical, Healthcare, Sales, Travel & Tourism, Education, Nonprofit

Summary

Accomplished instructional designer devoted to creating captivating, efficient learning experiences that boost performance in a range of business skills. Enjoys transferring skills to new challenges.

***Proficient** in many current eLearning and video development tools and quickly learns new tech. **Recognized as** adaptable across industries and business needs and knows how to both engage participants and achieve the intended learning objectives. **Appreciated by colleagues** for expertise and willingness to share resources and try new things.*

Notable Project Impact

► As the first instructional designer hired to a small, self-taught team, successfully **coached teammates and business partners** on learning design best practices, development tools, visual design, and skills to create effective learning efficiently.

► Promoted a **design shift towards microlearning**, making learning easier to consume, increasing learning retention, and modularizing lessons for use across programs.

► Designed digital learning series and video playlists on new software functionality that the network raved were simple, visual, and practical. Enabled efficient, scalable, self-service training completed by more than **5,000 employees** across divisions and roles. **Increased adoption** of a new workflow by **3,000+ total active users and 2,200+ daily users**.

► Built a **beautiful, streamlined MS SharePoint** learning dashboard to complement a vendor's leadership program for emerging Black leaders. Hosted the most relevant program links, job aids, program timeline, and FAQ on a simple page for each program track.

► Converted a **2-day, 16-hour ILT** on presentation skills to a blended learning solution of **three 90-minute VILTs** and **asynchronous social learning** assignments. Led an internal pilot to familiarize facilitators with the new model and demonstrate activities using **new virtual collaboration tools**.

► Served as **SME on translation**. Shared best practices for designing for translation and **influenced leaders** to create a learning translation policy. Reduced languages on annual compliance training from **17 to 6** based on employee population and content usage data, **saving over \$50,000**.

► Helped lead the adoption and use of **accessibility tools and functions** for accessible design. Updated all design and QA checklists to include WCAG accessibility items.

Professional Experience

Vice Technology Chair (Board Position), PACT-MN, Minneapolis, MN 05/24-now

Instructional Designer, Ryan Companies, Minneapolis, MN 01/23-now

- ▶ Proposed and implemented a community of practice for **60+ learning practitioners** across the business via asynchronous Teams channels and a highly-popular monthly interactive meeting.
- ▶ Built a library of **easy-to-use L&D templates** from the ground up, covering everything from step-by-step job aids and PowerPoint presentations with facilitator notes, to task analysis forms, storyboards, scripts, and guest speaker prep guides.
- ▶ **Created comprehensive toolkits** to help teams plan, set up, and record high-quality audio and video presentations with full pre-and post-production guidance and technical support.
- ▶ Launched *Field Insights* podcast, **increasing mobile adoption from <0.05% to 10%** and representing 90% of the mobile LMS usage, with 5% of employees tuning in regularly.
- ▶ Made targeted **LX improvements** to the General Onboarding self-paced program by reorganizing into Day 1/Week 1/30/60/90 sections and reducing overwhelm with Rise packages of multiple small learning objects on the same topic.
- ▶ **Saved \$4,000 per training session** by replacing external vendor content with a custom, hands-on workshop for presentation skills content, while maintaining and exceeding past learner survey results.
- ▶ **Coached 10 company leaders** on presentation design and facilitation skills to help them engage their audience at our national all-employee summit in 2024.
- ▶ Designed a **SharePoint portal delivering targeted search results** based on employee role, task, or project phase for a key client/sector.
- ▶ Created **accessible, usable** process manuals and job aids for our corporate knowledge base.
- ▶ Helped a business team solidify and prioritize best practices for training employees on a complex, gray-area process, followed by **immersive, scenario-based self-paced learning** to practice application.
- ▶ **Coming soon! [PACT-MN 2024 Excellence Share](#) presentation** showcasing a case study that illustrates how alignment with business goals drove measurable behavior and business impact for the Ryan Real Estate Management team.

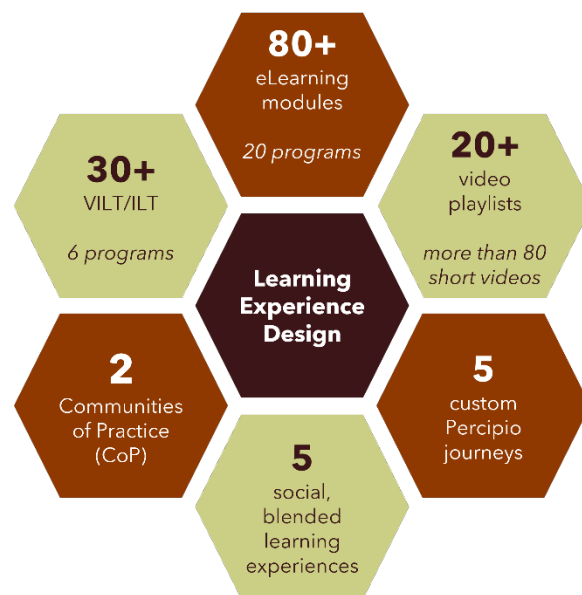
Additional Experience 1997-2015

Worked as an ILT/VILT instructor leading highly immersive lessons with participants of all ages for various Adult Basic Education, corporate learning, and academic organizations.

Education & Certifications

- *Master's Certificate*, Instructional Design, UW-Stout
- *Bachelor of Science*, Education, UW-Madison

- Consulted with SMEs to identify **learning needs** and design **learning objectives** to achieve their performance KPIs.
- Developed visual **storyboards and prototypes** to help SMEs see the intended functionality and design.
- Created animations to **tell stories and simplify concepts** using a variety of software and online animation tools.
- **Decluttered existing source content** to produce simple PPT courses and supporting facilitator and participant guides for ILT/VILT.
- Managed course design and review process using an **Agile/iterative ADDIE** approach to ensure accurate and timely delivery of the final published learning product.
- Wrote **audio** scripts, coached voice talent, recorded audio virtually and in-person, and provided voice-over audio.
- **Recorded, reviewed, and edited audio and video** using a variety of recording and editing tools.
- Created **short animations** to introduce concepts, show progression in an idea or structure, and build excitement using multiple software and online animation tools.
- Introduced **social learning** components to blended learning programs, created planned post schedules and a guide to social engagement best practices.
- Supported large-scale data projects including an **LMS migration**, End of Flash conversion of all courses to HTML5, and migration of **5,000+ learning files and assets** to the new SharePoint cloud server.
- Hosted regular **teambuilding** events (virtual games, hybrid lunches, and in-person social events).
- Demonstrated **thought leadership** as co-chair of the inaugural Learning Advisory Board (LAB) by guiding the formation of board norms and best practices, proposing priority topics, requesting feedback, fostering collaboration, and building consensus around priorities.

**Instructional Designer**, Fredrickson Learning, Minneapolis, MN

04/16-06/19

- Served as primary ID on consulting projects for **a range of companies and industries**, including state healthcare services, manufacturing, investment and finance, nonprofits, and Fortune 500 companies.
- Collaborated with on-site and remote project teams and quickly **developed rapport and trust**.
- Designed and developed **digital learning, VILT, video, and job aids** using learner personas and storytelling on topics including compensation, career development, systems, escalation processes, and more.

Customer Service Manager, Bilingual, Ogi Eyewear, New Hope, MN

01/13-12/15

- **Managed and trained a team of 8** customer service representatives.
- **Documented** processes, wrote job descriptions, and developed workflows.
- Designed **training and assessments** for customer service onboarding, software, policy, and product.

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