

Lucia Moreau

Training Program Manager

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WORK EXPERIENCE

Training Program Manager

UW Health

Madison, WI | 2023 - current

- Managed a cross-functional team to organize a virtual training initiative via Zoom, **reducing annual training costs by \$7,642**
- Organized feedback sessions with 267 employees through SurveyMonkey, achieving a satisfaction rating of 9.2/10 for training relevance
- Evaluated training effectiveness through 15Five, aiding the refinement of content that trimmed onboarding time by 36 hours per cohort
- Authored detailed training manuals in Google Docs, providing easy access to resources for over 308 staff members

Training Consultant

CUNA Mutual Group

Madison, WI | 2020 - 2023

- Developed eight robust training schedules using Trello, improving visibility and accountability across multiple departments
- Operated two projects to incorporate Kahoot! into training sessions, boosting interactive learning experiences and participant engagement
- Created custom training solutions in Moodle for three departments, serving over 319 employees and **reducing training time by 12 hours** per person
- Collaborated with cross-functional teams using Microsoft Teams to streamline communication, reducing project turnaround time by 28%

Training Coordinator

Sprecher Communications

Madison, WI | 2017 - 2020

- Prepared and facilitated training events using Zoom, improving participant engagement and **achieving a feedback score of 9.7/10**
- Acquired a centralized resource library on Google Docs, streamlining access to training materials for 188 employees
- Upgraded multimedia training materials using Articulate 360, enhancing knowledge retention for 154 staff members by 26%
- Monitored training outcomes using Tableau dashboards, producing three reports that identified areas for improvement among 79 employees

SKILLS

- Moodle
- Articulate 360
- Zoom
- Trello
- SurveyMonkey
- Microsoft Teams
- Kahoot!
- Google Docs
- Tableau
- 15Five

EDUCATION

Bachelor of Science Consumer Science

University of Wisconsin
2014 - 2017
Madison, WI