

# Hello, I'm Janelle Delbello.

INSTRUCTIONAL DESIGNER

## Experience

*Intuitive, Sunnyvale, CA*

### INSTRUCTIONAL DESIGNER

May 2018 - Present

#### Customer Service Product Training

Planned, developed, and implemented instructor-led training (ILT) on surgical robotic systems, instruments & accessories for all US Customer Service employees

- Identified, gathered and organized content, partnering with technical and clinical SMEs
- Developed course structure and coordinated class logistics, including scheduling a pilot class & onboarding instructors

#### Field Engineer Training Protocols

Documented robust protocols for instructor-led technical training focused on surgical robotic system troubleshooting and repair

- Authored instructor guides, homework assignments, hands-on labs, and assessments based on learner-centered training objectives
- Managed timelines and deliverables for a cross-functional project team

#### CRM VILT Phase 1

Led first phase of virtual instructor-led training (VILT) for Services employees

- Reviewed and redesigned existing instructor-led SAP CRM training for the virtual environment
- Developed course materials, including instructor guide, participant guide and slides; validated course content with SMEs

Supported design and development of technical and clinical content for virtual and in person World Wide Services Meetings

Created interactive e-learning for SAP CRM training using Articulate Rise and Storyline; wrote scripts, designed assets, developed interactions and incorporated feedback

Planned, designed and developed animated internal process overview microlearning videos for a global Services audience

*University of Calgary Haskayne School of Business, Calgary, AB*

### TEACHING & LEARNING COORDINATOR

May 2016 – July 2017

- Supported Haskayne faculty in the development of curriculum, course materials, and assessments using current educational technologies and methodology
- Served as product subject matter expert for Desire2Learn LMS through the creation of training and job aids, and by providing troubleshooting support

*Connect Society, Calgary, AB*

### TEACHER

August 2015 – May 2016

- Leveraged educational best practices to design, develop and execute an extensive curriculum focused on total communication and social development for deaf children
- Composed Individual Education Plans (IEPs) for each student, communicated goals and strategies to parents & oversaw the achievement of year-long learning goals

## CONTACT

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San Jose, CA

## EDUCATION

### M.A. Ed. Instructional Technologies

San Francisco State University

2017–2019

### B.Ed. French Immersion

University of Lethbridge

2014–2015

### B.A. French

University of Lethbridge

2008–2012

## TOOLS

Adobe Captivate	Camtasia
Adobe Connect	Desire2Learn LMS
Adobe Illustrator	iLearn LMS
Adobe InDesign	Microsoft Office
Adobe Photoshop	SuccessFactors LMS
Articulate Rise	Qualtrics
Articulate Storyline	Vyond

## SKILLS

Curriculum Development  
E-learning Authoring  
Virtual Training Design  
Visual Design  
Technical Writing  
Workshop Facilitation

## AWARDS

**Intuitive: Making a Difference Award**  
Q1 2020

**Learning 30 Under 30**  
2019

## CERTIFICATES

### Business & Technical Writing

University of Calgary

2017–2018

### American Sign Language 101

University of Calgary

2016

### Mental Health First Aid

Mental Health First Aid Canada

2014

### DELFB2 (French Language Diploma)

DELFB2 au Canada

2012