

Tonia Walk Howell

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Background Summary

Dynamic and results-driven Senior Instructional Designer with extensive experience in developing and executing strategic training initiatives that drive business outcomes. Proven expertise in creating and implementing comprehensive training curricula aligned with organizational goals. Skilled in team leadership, resource management, and the deployment of innovative learning methodologies to enhance employee performance and client satisfaction. Adept at managing multi-component programs, stakeholder collaboration, and training development planning to achieve measurable results.

Core Competencies:

- **Strategic Training Development:** Expertise in assessing needs, designing, and implementing tailored training programs that deliver tangible business outcomes.
 - **Leadership & Team Management:** Skilled in coaching, supervising, and managing trainers to achieve high-performing teams.
 - **Stakeholder Collaboration:** Skilled in working collaboratively with clients, senior leaders, and cross-functional teams to align training initiatives with business objectives.
 - **Authoring Tools & Systems:** SaaS systems, Articulate Rise 360, Composica, ElevenLabs, Camtasia, Blackboard, DART, FastTrack, and SnagIt
 - **Change Management:** Driving adoption through strategic communication and well-crafted learning solutions.
 - **Program Management:** Expertise in managing large-scale learning and development programs from concept to delivery.
 - **Knowledge Management:** Experience advising and overseeing knowledge management initiatives to support business outcomes.
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Professional Experience

Instructional Designer, Contract

AmeriHealth Caritas – Remote | April 2024 – Present

- Strategically oversee the planning, development, and implementation of multiple eLearning courses, ensuring alignment with organizational goals and timelines.
 - Facilitate and lead high-level stakeholder and subject matter expert (SME) meetings to gather insights and ensure course content accuracy and relevance.
 - Provide executive-level iteration updates on the progress and status of all eLearning projects in development.
 - Drive the design and delivery of eLearning solutions using Articulate Rise, ensuring alignment with the Verint software platform and organizational training strategies.
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Instructional Designer, Freelance

ttcInnovations – Remote | October 2023 – June 2024

- Designed eLearning assets for a Fortune 500 bank, capturing enhancements in mortgage lending software.
 - Provided weekly project status updates to stakeholders, ensuring alignment with project goals.
 - Delivered high-quality learning assets on schedule, supporting successful software adoption.
 - Maintained clear communication channels, fostering stakeholder trust and collaboration.
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Instructional Designer, Consultant

Customized Training Solutions – Memphis, TN | February 2022 – October 2023

- Directed design teams in the creation of ILT/VILT and eLearning programs for diverse stakeholders, including DoD clients.
- Enhanced learner engagement through innovative instructional methodologies and interactive content.

- Mentored instructional designers, driving improvements in design quality and adherence to best practices.
 - Collaborated with stakeholders to ensure alignment between training deliverables and business goals.
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Senior Instructional Systems Designer

Cybermedia Technologies (CTEC) – Remote | December 2020 – February 2022

- Directed design teams in the creation of ILT/VILT and eLearning programs for diverse stakeholders, including DoD clients.
 - Streamlined the design process by training IDs on interactivity levels 2 and 3 in storyboards, improving learner engagement.
 - Enhanced team skills by mentoring ISDs on best practices, resulting in higher quality training outputs.
 - Improved alignment between stakeholder expectations and training deliverables through regular collaboration.
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Enterprise Learning System Analyst

International Paper – Memphis, TN | June 2019 – June 2020

- Designed and deployed global online training initiatives, leveraging LMS technologies to achieve cost and time efficiencies.
 - Delivered efficient eLearning modules that improved system knowledge and reduced training time.
 - Partnered with HR IT for LMS upgrades, testing scripts, and documenting release information.
 - Analyzed training outcomes to identify gaps and implement data-driven improvements.
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Instructional Designer

Enclara Pharmacia – Memphis, TN | October 2018 – June 2019

- Developed and implemented a comprehensive company-wide Pharmacy Technician Certification Board (PTCB) training program, driving increased employee certification success rates.
 - Enhanced call center performance by designing impactful phone scripts and comprehensive best practice guides.
 - Partnered with HR to align the PTCB program with a structured career employee training program.
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Technical Writer

FedEx World Tech Center – Memphis, TN | January 2018 – October 2018

- Authored quick start guides that accelerated user adoption of the Archer 6.5 dashboard system.
 - Partnered with engineers and IT team and tested user stories to update technical training guides, job aids, and participant guides.
 - Published release notes to communicate recent system enhancement updates to engineers and quality analysts.
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Instructional Designer, Consultant

Customize Training Solutions – Memphis, TN | November 2016 – January 2018

- Conducted comprehensive needs assessments, enabling targeted and impactful training solutions.
 - Developed high-quality eLearning assets that enhanced learner engagement and comprehension.
 - Streamlined technical writing processes, ensuring consistency and clarity in system-related training materials.
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Instructional Designer, Consultant

FedEx Global Securities – Memphis, TN | March 2016 – November 2016

- Developed quick start guides, video simulation, workbooks, and job aids for the eSIMS software system, enhancing productivity.
 - Partnered with engineers to convert user stories to training job-related task for the updated eSIMS system.
 - Developed and executed global Train-the-Trainer sessions, ensuring consistent knowledge dissemination.
 - Improved training effectiveness by incorporating microlearning modules and knowledge checks.
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Instructional Designer

Cornerstone-Systems – Memphis, TN | July 2015 – March 2016

- Documented and standardized SOPs for new software system processes, improving internal consistency.
 - Enhanced employee training through detailed eLearning curricula and video simulations.
 - Increased efficiency in job-related tasks with validated content and clear job aids.
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Instructional Designer, Consultant

Nike, Inc. – Memphis, TN | June 2014 – April 2015

- Designed and implemented FastTrack simulations that optimized warehouse operations training.
 - Maintained a comprehensive SharePoint training repository, improving resource accessibility.
 - Enhanced employee productivity by streamlining process steps in DC3 Team workflows.
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Sr. Training Specialist/Project Manager

First Data – Memphis, TN | July 2009 – July 2014

- Successfully managed four remote teams, ensuring alignment with company training objectives.
- Reduced training implementation time with the development of a new LMS and external repository.
- Improved underbanked employee satisfaction with tailored HR/payroll video training.

Accomplishments:

- Designed external client website for training material access.
- Developed CMS 2.0 career development training program, winning a SHRM Award.

Education

- Bachelor of Arts in English Literature | LeMoyne-Owen College, Memphis, TN