



Skills

- Training (Virtual & In-Person)
- Instructional Design
- Content Creation
- Project Management
- Data-Driven Decision Making and Analysis
- Change Management
- Product Implementation
- Emotional Intelligence
- Creative Problem Solving

Software Experience

- Camtasia
- Adobe Captivate
- Adobe Connect
- Lesson.ly LMS
- UniversitySite LMS
- WebEx
- GoToMeeting
- Skype for Business
- Microsoft Teams
- One Note
- Adobe and Nuance Power PDF
- MailChimp
- Concep

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AMANDA KOSKI

Skilled professional working to improve the corporate learning process through creative instructional design, engaging and fun training sessions, and thoughtful tailor-made training programs.

WORK EXPERIENCE

LEARNING DESIGN SPECIALIST, FOLEY & LARDNER

2020 - Present / Milwaukee, WI

I am a learning artificer, creating new and engaging content for various departments within a law firm. I work with subject matter experts in various departments to produce relevant, helpful, and engaging training modules.

- **Established Incoming Project Process:** I utilized Microsoft Power Automate, Microsoft Teams, and Microsoft Forms to create a seamless process for our team to receive incoming project requests from various departments.
- **Email Systems Manager:** Subject matter expert and admin for our department's email marketing system (Concep). I design, create, and send out all internal communications from our department. This includes creating and executing communication plans for various learning projects and our new hire correspondences.
- **Branding Consultant:** Designed all video branding for our department and several other departments within the firm.

SENIOR TECHNOLOGY LEARNING COACH, FOLEY & LARDNER

2017 - 2020 / Milwaukee, WI

I was a leader of training and technology implementation within a law firm. I worked to promote a technology first approach to education and designed new and innovative learning materials while conducting fun engaging training sessions in-person, via video conference, and via live virtual training across 24 offices and for 2,500 employees Worldwide.

- **Designing Up-to-Date New Hire Orientation Programs:** Integral member of a project team that constantly looks to revamp and streamline our New Hire Orientation Programs that onboards over 500 new employees a year.
- **Subject Matter Expert:** Supervised the training of all admin users for the release of a new reservation software to the law firm as well as participated in countless other rollouts for the firm. This included insight on decisions regarding implementation and configuration, as well as in-person training and floor support.
- **Spearheaded Email Automation Project:** Spearheaded a project team that evaluated, tested, and recommended purchase of a new piece of software for the firm. Once purchased, I was charged with designing the workflows surrounding the new software and training all other users.

IMPLEMENTATION SPECIALIST, ADVICENT SOLUTIONS

2016 - 2017 / Milwaukee, WI

As an implementation specialist, I was a mix of an Instructional Designer, Project Manager and a Corporate Trainer. I worked to design meaningful training materials while also delivering an excellent training experience through live virtual training sessions and pre-recorded videos.

Certifications

- eLearning Instructional Design (ATD)
- Technical Writing (University of WI)
- MOS Excel Expert (Microsoft)
- MOS Word Expert (Microsoft)
- MOS PPT Specialist (Microsoft)
- MOS Outlook Specialist (Microsoft)
- MOS Office Master 2016 (Microsoft)

Education

Marquette University
Class of 2013

Bachelor of Science
Mathematics and Secondary Education

Special Programs:

Residence Life, Students Taking Active
Roles, and CommUNITY

IMPLEMENTATION SPECIALIST, ADVICENT SOLUTIONS (cont.)

2016 - 2017 / Milwaukee, WI

- **Project Manager:** Collaborated with team members to onboard each new incoming client, while offering them training to best suit their individual needs.
- **Engagement Committee Member:** Encouraged active participation and positive company engagement.
- **Innovation Team:** Lead an Innovation Team to improve the Customer Onboarding experience both through internal workflow adjustments and external communication.
- **Organizational Readiness Team:** Representative on the Org Readiness Team to ensure the company was fully prepared for the launch of a new software version.

PARTNER SUPPORT SPECIALIST, ADVICENT SOLUTIONS

2015 - 2016 / Milwaukee, WI

I excelled at an internal help desk position for a software company partnered with financial institutions around the world. I assisted customers with support for Advicent software through phone and email communications.

- **Enterprise Case Owner:** Representative from the company that is paired with a large enterprise customer to ensure their experiences are pleasant and all of their needs are met. I established a new workflow to specifically meet the needs of the customers I worked with.
- **New Hire Mentor:** Mentored over 20 new hires
- **Engagement Committee Member:** Encouraged active participation and positive company engagement.

SALES PROGRAM ANALYST, UNICARRIERS AMERICAS

2015 / Marengo, IL

I managed a sales database that worked to approve or deny discount applications to varying sales programs. This encompassed running macros through Microsoft Access to push information to various departments.

MATHEMATICS TEACHER, WISCONSIN AREA SCHOOLS

2013 - 2015

I used innovative education practices by operating a flipped classroom, introduced new and exciting technology to both students and faculty that improved student engagement, and educated students and enabled them to become problem solvers using logic and deductive reasoning.

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