

Brittani Jones

📍 Wentzville, MO 63385 | ✉ Bhorner0805@yahoo.com | ☎ (636) 358-7334 | 🔗 [LinkedIn](#)

Professional Summary

Results-driven LMS Administrator & Learning Technology Specialist with expertise in training, instructional design, and learning management system (LMS) implementation. Experienced in designing, optimizing, and managing training programs to enhance organizational learning. Passionate about leveraging technology to create engaging, user-friendly learning experiences. Adept at project management, troubleshooting LMS platforms, and developing training content using Rise 360 and Articulate Storyline.

Professional Experience

LMS Training Administrator | *Mazzella Companies* | 04/2024 – Present

- Implement and optimize Schoox LMS for 1,000+ employees, ensuring seamless integration and user adoption.
- Conduct regular system assessments, troubleshoot platform issues, and track training engagement metrics.
- Manage FreshService ticketing system for learning & development requests, including new course development and technical troubleshooting.

Training Specialist | *Sunset Transportation* | 01/2023 – 04/2024

- Trained new hires nationwide and in Mexico through remote and in-person sessions on transportation industry fundamentals.
- Identified training gaps and redesigned materials to improve employee readiness and performance.
- Created instructional materials and assessments using instructional design principles.
- Led the implementation of Schoox LMS, ensuring a smooth transition for employees and management.

Operations Support Specialist (C05) | *Citi* | 12/2021 – 01/2023

- Ensured compliance with investor standards on loan processing and documentation.
- Managed Microsoft Access databases, troubleshooting system issues and optimizing processes.
- Trained team members on new procedures, enhancing operational efficiency.

Office Manager in Training | *Aspen Dental* | 10/2021 – 12/2021

- Created a welcoming environment for patients and provided guidance on treatment options.
- Managed administrative tasks, including **billing, insurance verification, and appointment coordination.**

General Manager | *Raising Cane's* | 04/2013 – 10/2021

- Increased sales by 35% during the pandemic while leading a high-performance team.
- Managed hiring, training, and performance evaluations using iCIMS ATS.
- Implemented business plans and community outreach initiatives, driving company growth.

Shift Manager | *Taco Bell* | 01/2009 – 04/2013

- Led shifts while ensuring high customer satisfaction and achieving key performance metrics.
- Managed inventory tracking and loss prevention to maintain profitability.

Education

Bachelor of Science in Organizational Leadership | *Maryville University, St. Louis* | May 2024

- **Minor:** Business Administration | **GPA:** 3.8
- Member of the **National Honor Society of Leadership and Success** and **Phi Theta Kappa**

Additional Coursework in Psychology | *University of Missouri – St. Louis* | 2013 – 2015

- Dean's List every semester (**GPA: 3.7**)

Associate of Arts in General Studies | *Saint Charles Community College* | 2011 – 2013

- Dean's List every semester (**GPA: 3.6**)
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Skills & Tools

- ✓ **LMS Administration:** Schoox, Articulate Rise 360, Articulate Storyline
- ✓ **Instructional Design & Training Development**
- ✓ **Technology & Data Tools:** Python, R, Jupyter Notebook
- ✓ **Project Management & Leadership**
- ✓ **Applicant Tracking Systems (ATS):** iCIMS, Workday
- ✓ **Microsoft Office Suite** (Excel, Word, PowerPoint, Outlook)
- ✓ **Canva (E-learning & Content Design)**
- ✓ **ServSafe Certified**