

# Katie Cox

cox.katie85@gmail.com | 604-996-0451 | Vancouver, BC

## Professional

### SKILLS

- Strategy and roadmap planning
- Team development
- Project management
- Instructional design
- Creative writing
- Instructional design
- Curriculum development
- Needs assessment
- End-to-end video production
- Editing

## Technical

### SKILLS

- Learning management system administration
- Project management tools – JIRA, Asana, Zoom, Slack, Google Hangouts
- Document management and authoring tools – MadCap Flare
- Articulate Rise
- Office Suite
- Camtasia
- Snagit
- Version control tools – GitHub, SourceTree
- Familiarity with HTML5 and CSS

## About me

I'm committed to continuously learning about learning, providing engaging courses for life-long learners, developing relationships that allow the learning design process to come to life, and fostering the professional development of my peers.

## Professional experience

### DIGITAL STRATEGY LEARNING LEAD

SAP, Vancouver, BC  
October 2020 – present

*Leading a team of learning professionals with the goal of improving product adoption of SAP Analytics Cloud*

- Performing strategy and roadmap planning based on feedback from customer facing team's, product data, and the organization's go-to-market strategy
- Building and developing a team of learning designers focused on highlighting feature releases, improving customer adoption, and creating a community for customers to learn and engage with one another
- Creating enablement materials to help SAP Analytics Cloud customers learn and use the product, specifically supporting content creation for product release cycles
- Liaising directly with product experts and team stakeholders, reporting progress and relaying priorities back to the Learning team
- Supporting the development of curriculum (identifying topics, writing scripts, narration, etc.) for digital workshops and training courses

### INSTRUCTIONAL DESIGNER

Galvanize, Vancouver, BC  
February 2017- October 2020

*Translating technical product information into engaging training courses that enabled customers to get the most out of Galvanize software products*

- Performing strategy and roadmap planning based on feedback from customer facing team's, product data, and the organization's go-to-market strategy
- Interviewing and building out our instructional design team when undergoing team transition and training in new hires

## Education

### MASTER OF EDUCATIONAL TECHNOLOGY

University of British Columbia,  
2016-2018

### CERTIFICATE IN PROFESSIONAL EDITING

University of Berkeley  
Extension, 2012-2013

### BACHELOR OF HUMAN KINETICS

University of British Columbia,  
2003-2007

## Achievements

Galvanize **Team value** award  
2017

*Peer-nominated award given  
every quarter to a team of people  
who worked together in a way that  
reflected organizational values of*

Galvanize **GRC Hero** award  
2018

*Peer-nominated award given  
every year to "behind the scenes"  
individuals who help ensure the  
front lines of the business have  
everything they need to succeed*

- Performing needs assessment:
  - Developing relationships with subject matter experts
  - Analyzing information and deducing what information is most important for customer's to be successful
  - Identifying gaps in knowledge and customer success and performance
- Designing and developing customer enablement learning programs on how to use data analysis and governance, risk, and compliance software:
  - Developing online scenario-based content with hands-on activities to support learning by doing and constructivist methodology
  - Creating audio, text, diagram, and video content
  - Creating in-person materials to be used by Galvanize consultant teams and channel partners and
  - Working with the localization department to localize content for global teams
- Building out a certification program for users to prove their skills in using Galvanize software
- Continuously monitoring and evaluating learning programs:
  - Writing data analytic scripts to continuously evaluate training and learning program effectiveness
  - Updating training and learning materials based on evaluative feedback from customers

### E-LEARNING AND CONTENT EDITOR

Interactive Services, Dublin, Ireland and Vancouver, BC  
May 2013- Feb 2017

*Enhancing the quality of customizable and award-winning learning solutions*

- Editing education materials, including both online courseware, development scripts, and training manuals, such as "Train the Trainer"
- Collaborating on creating content that informs but also engages the learner
- Working with, educating, and delegating work to freelance editors
- Using Microsoft Office and creating complex technical/template documents in MS Word and updating as required
- Providing substantive feedback on all courses
- Editing and creating blogs for the company website using WordPress and online publishing knowledge

### SENIOR ADMINISTRATOR

BillSave, Dublin, Ireland  
Feb 2010- May 2013

### RAIL PLANNER

Terminal Systems Incorporated, Vancouver, BC  
April 2007- Feb 2009