

Jordan Fulmer

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Experience

JANUARY 2025 – MARCH 2025

Senior Instructional Designer | insightsoftware, LLC | Raleigh, NC (Remote)

Used a combination of eLearning development tools to create software demonstration videos. Built and maintained step-by-step walkthroughs and custom alerts, which helped users perform actions accurately and reduced errors by 15%.

Managed global onboarding process by processing registrations for hundreds of users, building/assigning practice environments, helping users troubleshoot issues in their environments, and tracking user certification progress. Maintained global onboarding curriculum and assessments and kept content up to date with each product release.

Helped with acquisition related knowledge management activities by importing product documentation into MadCap Flare and formatted appropriately for use in Zendesk.

JULY 2018 – DECEMBER 2024

Senior Instructional Designer | LeaseAccelerator, Inc. | Reston, VA (Remote)

Converted instructor-led onboarding programs into self-paced curricula by creating demonstration videos, simulations, step-by-step walkthroughs, knowledge check games, and assessments. Established global certification programs for internal employees, partners, and customers. Updated affected content when enhancements were made to the software to ensure it remained current. Built custom alerts (which served as guardrails to prevent user errors) and hover tips for all fields in the software.

Oversaw instructor-led training registration process and communications. Ensured programs met NASBA CPE requirements. Administered LMS by uploading files, building and assigning courses/curricula, and generating reports.

Contributed to Agile development sprints by managing Jira tickets for our training content and ensuring updates were completed on time. Collaborated with Product, Engineering, and Sales teams to align training with customer needs and product roadmaps. Partnered with various teams to identify pain points and implemented targeted training, reducing user error and inquiry tickets by 15%.

Established knowledge management process by identifying layout/formatting guidelines for product documentation. Helped move documentation to a knowledge management system by creating, formatting, publishing, and tagging articles.

NOVEMBER 2007 – JULY 2018

Instructional Designer | Citigroup, Inc. | Roy, UT (Remote)

Managed change training projects by reviewing business requirements, collaborating with operations and project teams to assess training needs, creating/executing project plans, and ensuring content alignment with organizational goals and employee skill development.

Followed instructional design models to ensure all training initiatives were necessary, relevant, and effective. Created structured synchronous and asynchronous training content by incorporating adult learning theories to enhance engagement and knowledge retention.

Designed and delivered global learning experiences through eLearning, online communities, and workshops, improving learner engagement by 30%. Created facilitator and participant guides, training agendas, and conducted train-the-trainer events, enhancing facilitator confidence and training effectiveness.

Conducted peer reviews to ensure all training materials adhered to appropriate writing style, reducing content errors by 15% and improving our final product.

Partnered with LMS Administrators to set up change training programs, troubleshoot issues, and validate course functionality. Worked with operations to schedule training and hosted content review calls for business units, ensuring clarity and buy-in before deployment.

JANUARY 2004 – OCTOBER 2007

Learning & Performance Support Specialist | Citigroup, Inc. | Layton, UT

Created facilitator guides and new hire agendas and incorporated review activities to reinforce learning and retention. Oversaw new hire preparation, including tracking system IDs, ordering supplies, classroom set up, etc. Maintained attendance records for training sessions.

Facilitated 4-week Customer Service new hire training, covering functional and soft skills, which enhanced employee readiness and performance. Utilized multimedia tools to incorporate activities and drive engagement/participation.

Served as a Subject Matter Expert for 2 weeks post training, offering on-the-job support to reinforce learning and improve new hire confidence. Partnered with business teams to analyze trends, determine coaching needs, and implement targeted training solutions.

Led Knowledge Management activities by maintaining online policies and procedures and securing approvals from business owners and compliance officers to ensure accuracy.

OCTOBER 2001 – DECEMBER 2003

Administrative Assistant | Citigroup, Inc. | Layton, UT

Screened and sorted Private Label Commercial credit card applications that were mailed or faxed and batched them for data entry. Data entered information from credit applications into internal systems that included credit risk models and decisioning recommendations. When necessary, performed manual reviews of the applications according to procedures and guidelines and sent letters to the applicants.

Answered calls for Credit Operations Manager (occasionally for the site President or VP), tracked and ordered supplies for the department, sent letters to applicants when required information was missing, tracked data entry numbers for the department, scheduled repairs for copy/fax machine, etc.

Education

APRIL 2010

Associate of Science General Studies | Weber State University | Ogden, UT

In Progress

Web Design Professional Certification | Salt Lake Community College | SLC, UT