

Kristin DeLeon

INSTRUCTIONAL DESIGNER

WORK EXPERIENCE

Learning Experience Designer

JAN 2024 - PRESENT

Salesforce / San Francisco, CA - Remote

- Translate identified performance gaps and business needs into learning requirements with measurable learning objectives
- Design and pitch scalable enablement interventions that positively impact employee productivity while balancing resource constraints
- Choose appropriate instructional strategies and content modalities to accomplish specific performance objectives
- Manage multi-stakeholder projects to identify content gaps to realize design vision, including the development of creative briefs and prototypes to guide production
- Devise modes of assessment, such as quizzes or stand-and-deliver experiences, to measure the effectiveness of learning initiatives
- Build trust and credibility with subject matter experts to collaborate and influence the scope of learning programs and gain buy-in on the design approach
- Analyze, select, and/or adapt existing content assets to incorporate into learning programs

Learning Experience Designer

FEB 2020 - JAN 2024

Veterans United Home Loans / Columbia, MO

- Designed and implement company-wide eLearning courses, including courses that meet strict federal, state, industry, and accessibility guidelines
- Worked with subject matter experts to create courses covering topical areas like software training, skills development, change management, processes, and policies
- Collaborated with executive leaders and department teams to develop performance enablement initiatives and curriculum
- Provided technical support and professional mentoring for training and coaching teams throughout the company
- Developed branding materials and creative learning solutions for department, division, and team-specific training programs

CONTACT

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ADDRESS

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Columbia, MO 65201

EDUCATION

Master of Science:

Learning Technologies and Design

2022 - Expected completion 2024

University of Missouri, Columbia MO

Bachelor of Science in Education: Instrumental Music K-12

2008 - 2012

University of Missouri, Columbia MO

SKILLS

- Problem Solving
- Project Management
- Graphic Design & Illustration
- Curriculum Design & Development
- Technical Writing
- Audio & Video Editing
- Animation
- Public Speaking
- Creative Writing
- Sound & Light Design
- ADDIE Model
- Web Design
- User Experience & Testing

WORK EXPERIENCE CONT.

Learning and Development Coordinator

OCT 2016 - FEB 2020

Veterans United Home Loans / Columbia, MO

- Co-lead the process for implementing and migrating to the new Learning Management System
- Maintained the company LMS, Cornerstone, as the primary administrator
- Created, organized, and distributed LMS reports used for federal audits and course assessment
- Assisted with eLearning development and deployment
- Collaborated with departments and teams to develop team building activities and tailored training solutions
- Designed team marketing materials, training handouts, and assets for eLearning courses
- Evaluated and revised training materials and courses to reflect changes in business practices, regulatory requirements, and customer feedback

Account Manager

JULY 2015 - OCT 2016

Veterans United Home Loans / Columbia, MO

- Maintained a pipeline of 40+ loans
- Worked regularly with outside vendors and Loan Officers
- Determined file readiness to proceed in the loan process
- Approved documents for loans that are clear to close
- Assessed loan fees for accuracy
- Maintained knowledge of evolving company and industry guidelines and processes

Music Teacher

AUG 2013 - JUNE 2015

Hallsville R-IV School District / Hallsville, MO

- Maintained communication channels with parents and staff about new learning units, class updates, and student needs
- Collaborated with other educators to devise solutions and education plans for students with development and feedback cycles
- Developed lesson plans and new curricula to meet learning objectives and curriculum standards set by the State of Missouri
- Organized concerts, performances, and field trips for all grade levels
- Curated a safe and positive environment to learn and connect with students of all backgrounds

TOOLS & SOFTWARE

- Cornerstone
- Articulate 360
- Camtasia
- Vyond
- Microsoft Office
- Procreate
- Absorb
- Adobe Captivate
- Monday.com
- Airtable
- Adobe Creative Suite (Illustrator, InDesign, Photoshop, Animate, Acrobat, Premiere Pro, After Effects, Lightroom, Fresco, Dreamweaver, Audition, Animate, Character Animator)