

KELLY WRIGHT

a **A passion for problem solving.**

From simple to complex, I love collaborating with a team to find the root cause and design & develop ideal solutions that are easy to use.

PROFESSIONAL PROFILE

I'm a Learning & Development professional with over 4 years of experiences and a strong passion for process improvement and implementation. I'm known for making the complex simple, designing user friendly experiences for my team, and helping remove roadblocks when they occur. I love exploring technology and finding new ways to utilize what we already have.

EDUCATION

Metropolitan State University

Bachelor's Degree in Marketing
2009

Normandale Commuunity College

Associate Degree
2007

SKILLS

- Content & Knowledge Management
- Agile Project Management
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Experience in managing budgets and handling financial documents

CERTIFICATIONS

University Of Minnesota - edX

Ux/UI Bootcamp
2024

ServiceNow

Certified System Admin (CSA)
2024

PROFESSIONAL EXPERIENCE

Substitute Teacher

La Academia Dual Immersion Elementary School | 2023 - Present

- Substitute Teacher assigned to La Academis Elementary 3 days a week.
- Provide classroom teacher coverage for all teacher within the building, as well as sped paraprofessionals coverage supporting students with unique learning needs.

ServiceNow Sr. Analyst - HRSD

RSM US, LLC | 2022 - 2023

- Lead the design, development & implementation of HRSD (Human Resources ServiceNow) including the use of SN's Employee Center as the new interface for team members to engage with HR.
- *Prepared and distributed*
- *Coordinated*

Operations Sr. Associate _ Learning & Professional Development

RSM US, LLC | 2017 - 2022

- Assisted executive secretary in managing and coordinating schedules, meetings, and travel arrangements for senior executives
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- Provided administrative support,