



SA

SUE AYERS

TRAINING SPECIALIST | WWW.SUEAYERS.COM
804.229.0684

OBJECTIVE

A highly proactive and results-driven professional with 14+ years of experience designing eLearning, writing content and facilitating classes, I am seeking a position that will allow me to utilize my trifecta of learning and development skills.

SKILLS

Articulate Storyline
Studio 13
Adobe Premiere Pro
PhotoShop
InDesign
Camtasia
Plateau LMS
Halogen LMS
Powtoons Video
GoAnimate Video
WebEx
Zoom
Adobe Connect (Certified)

EXPERIENCE

INSTRUCTIONAL DESIGNER • VIRGINIA PREMIER • AUGUST 2018 – TO – PRESENT

Design and development of eLearning and classroom content for medical professionals using the ADDIE model. Developed and implemented new preceptor training for medical professionals. Redesigned and launched organizational compliance training utilizing training methodology to engage and excite learners. Designed distance learning model to offer consistent training experiences to associates throughout Virginia.

SENIOR LEARNING ASSOCIATE • CAPITAL ONE • JUNE 2013 – TO – AUGUST 2018

Revolutionized delivery, efficiency and efficacy of the training program, utilizing the ADDIE model and new training development technology, including Storyline 3 and GoAnimate. Responsible for creating 400+ hours of upskilling and new hire training content for call center agents. Instrumental in design and implementation of new self-paced training program to reduce costs. Developed and facilitated virtual Adobe Connect Classroom Training. Facilitated 4-6 week fraud recovery agent training classes globally

PROJECT COORDINATOR • VCPI • JUNE 2009 – TO – APRIL 2013

Designed & developed national public safety eLearning content. Partnered with public safety personnel to vet content. Designed & managed new LMS. Assisted with state-wide Victim Information Notification Everyday (VINE) program to create public awareness and offer training at Virginia Regional Sheriff Departments.

TRAINING DESIGNER – CIRCUIT CITY – AUGUST 2006 – MARCH 2009

Curriculum development for PC & Home Theater Installers.
Developed national upselling training content and contests.
Facilitated national soft skills training sessions

EDUCATION

M.S.ED • 2014 • ST. JOSEPH’S COLLEGE

Adult Education and Training

BA • 1995 • VIRGINIA COMMONWEALTH UNIVERSITY

English Major with a concentration in business courses. GPA: 3.6
Dean’s List, Golden Key National Honor’s Society

CERTIFICATIONS

University of Richmond Robbins School of Business

Train the Trainer Certification – 2014

Adobe Connect Certification - 2017