

MERRITT ELIZABETH FITZ CHANDLER

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TOOLS

Articulate Storyline, Articulate Rise, Adobe Captivate, Adobe Creative Cloud (Premiere Pro, Photoshop, InDesign, Acrobat, Audition), Lectora Inspire, TechSmith Camtasia, Cornerstone, Moodle, Canvas, Blackboard, WordPress, Adobe Connect, Echo 360, Wonda VR, HTML, JavaScript, Java, Vyond

EXPERIENCE

Amazon

(April 2021-present)

Remote

Sr. Technical Learning Experience Designer – Supported Amazon Technical Academy, where I primarily designed and developed updated Java curriculum to match expanding demand for 9-month upskilling program that trains historically disadvantaged populations in non-technical roles to become software developers. Duties include:

- Managing small instructional design and LMS administration team.
- Contributing to strategic vision for Amazon Technical Academy as member of leadership team.
- Oversaw learning experience and curriculum vision for program.
- Designed a summer boot camp experience for historically disadvantaged interns, resulting in an 18% increase in work effectiveness.
- Designed and developed 9-month program and curriculum plan (1250 hours of content), which launched July 2023.
- Designed and developed competency based assessment strategy.
- Launched 2-month beginner Java program as a prerequisite for application to upskilling course, with an 87% increase in applicant effectiveness.

Amazon

(July 2020-April 2021)

Remote

Learning Experience Designer – Designed training programs and experiences for transportation team at Amazon. Major projects include:

- Conducted network-wide needs analysis to determine gaps in associate training program.
- Designed proficiency-based onboarding program for new associates.
- Developed and implemented manager safety curriculum.
- Created Immediate Action trainings for safety issues, rolling out multiple micro-learnings for 2K+ associates in 48 hours.

Fruit of the Loom

(March 2019-July 2020)

Bowling Green, Kentucky

Instructional Designer – Instructional designer at Fruit of the Loom headquarters. Designs training for corporate office and global facilities. Duties include designing business process training, sales training, and compliance requirements. Major projects include:

- Rolled out production pay business process and associated training to distribution centers across the US, with a multi-faceted approach, including extensive needs analysis with payroll and industrial engineering, HR support, multiple trainers, a blended learning approach, and post-training facility support materials.
- Designed and developed business process training for all employees showing how different pieces of the supply chain effect business operations resulting in multiple eLearning modules.
- Created regular compliance training, including financial and HR compliance modules. Delivered in the most appropriate method, whether blended, eLearning, or instructor-led training.
- Developed job aids for corporate initiatives, such as corporate scorecards and KPI.

Ardent Learning

(July 2018-March 2019)

Nashville, Tennessee

Instructional Designer – Instructional designer for Nashville office, designed training for several clients in the Nashville area (primarily Nissan and Infiniti) as well as some work for Nissan Canada, Kia, Volvo, and other clients. Created instructor-led content for 500+ stores to be delivered “in dealership,” as well as e-learning modules, 1-2 day long instructor-led courses, and coaching sessions. Responsibilities include:

- Used ADDIE model to develop all content, managing requests from the client as well as SME input. Developed for instructor-led training on iPads as well as in Articulate Storyline.
- Designed and developed in-dealership instructor-led sessions per quarter. Each of these included an eLearning component, electronic facilitator and participant guides, job aids, coaching session guide for managers, evaluations, and a “vehicle technology” segments.
- Designed, developed, and implemented Service Manager and Executive Manager 2-day workshops, which include facilitator guides, participant guides, job aids, and evaluations.
- Hosted Train-the-Trainer sessions for all instructor-led contents.
- Hosted annual needs analysis “roundtables” for feedback from individuals currently receiving training.

Vanderbilt University

(February 2014-July 2018)

Nashville, Tennessee

Sr. Instructional Designer – Worked with faculty and staff at the School of Medicine to analyze needs and develop measurable objectives. Created content for 400+ medical students, and 1000s of residents and medical professionals, focusing on student learning and engagement. Generated media for various learning modalities (handouts, e-learning, online modules, web, and video). Engaged in assessment and evaluation process. Responsibilities include:

- Uses ADDIE model to develop eLearning, including 100s of e-learning modules for med student classroom use and continuing medical education.
- Filmed and edited video for blended learning sessions.
- Regularly trained 50 core faculty and staff in weekly updates to learning technology, with rolling training updates to all teaching faculty.
- Ran orientation sessions for 100 students.
- Implemented curriculum mapping process, testing and evaluating both xCredit and Ilios to meet AAMC standards.
- Managed small instructional design team.

Vanderbilt University

(January 2010-February 2014)

Nashville, Tennessee

Coordinator, Training and Development, VUIT - Hired to newly created departmental position to plan and establish a comprehensive training and professional development program for information technology department of 150. When campus IT departmental merger occurred, became training and development manager for newly created IT department of 500. Managed \$500,000 training budget. Major projects:

- Conducted annual training needs assessment and analysis. For new VUIT department, created and delivered a needs analysis survey to all 500 staff and worked to develop a departmental strategy.
- Designed and implement training and professional development programs and follow-up evaluations.
- Identified professional development opportunities from external sources, hosting classes for multiple departments.
- Created online courses for staff in external departments needing to learn to use ITS technology.
- Developed and ran departmental orientation program.

Vanderbilt University

(September 2007-January 2010)

Nashville, Tennessee

Sourcing Specialist, ITS Software Store – Migrated the store from a manual process with physical purchase orders to an online ordering system, capable of handling internal purchases and approvals. Worked closely with departmental IT staff. Handled day to day operations of the store. Ran SkillSoft and IT Academy training programs.

EDUCATION

M.Ed. Technology Integration (2020)

Lipscomb University, GPA: 4.0/4.0

B.A. Psychology (2004)

University of South Carolina, *cum laude*, GPA: 3.75/4.0