

Jill Shores

Training & Development



Dynamic and results-driven Learning & Development professional with 10+ years of experience designing impactful training programs, empowering cross-functional teams, and driving adoption of digital tools. Skilled in instructional design, digital learning platforms, and modern workforce enablement. Passionate about cultivating a growth mindset, elevating performance, and aligning training strategies with business outcomes.

Work Experience - Employment

Digital Tools and Training Specialist

ABB | Fort Smith, Arkansas | 2024 - Present

- Led end-to-end digital training program development, designing and facilitating interactive, high-impact training aligned with internal organizational needs
- Conducted needs assessments to align learning initiatives with key performance indicators (KPIs) and digital transformation goals
- Developed blended learning solutions—eLearning, live virtual sessions, and job aids—to support diverse learning styles, including remote teams
- Collaborated with subject matter experts (SMEs) to create scalable, branded content for LMS platforms and internal knowledge hubs
- Drove digital tool adoption through value-focused communication and hands-on support
- Fostered a culture of continuous learning, technology enablement, and workforce development

Support Services Specialist - Graphic Design

ABB | Fort Smith, Arkansas | 2020 - 2024

- Produced marketing collateral for internal and external communications: flyers, banners, signage, event materials, and digital ads
- Managed print inventory and upheld global brand standards across all customer channels
- Led rebranding for plant-wide signage and collateral in Guadalajara, MX
- Supported loyalty programs, event campaigns, and ABB rebranding

Photoshop Specialist

ABB | Fort Smith, Arkansas | 2015 - 2020

- Retouched and edited high-volume product and application photography for ABB's digital library
- Created streamlined image workflows using Adobe Bridge and Photoshop for efficient asset management
- Delivered clean, brand-aligned visual assets

Digital Marketing Sales Lead

Times Record | Fort Smith, Arkansas | 2011 - 2015

- Crafted digital marketing strategies and social media content to support regional advertising partners
- Managed project timelines from concept through launch and performance KPI tracking
- Established partner relationships, created customized campaigns, and boosted engagement.



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Education

University of Arkansas - Fort Smith
Bachelor of Science in Graphic Design
December 2010

Areas of expertise

- eLearning Modules
- Train the Trainer
- Microlearning
- Curriculum Development
- Branding
- Art direction
- Print collateral

Learning Platforms & Tools

Learning programs

- Synthesis
- Articulate 360
- LMS - Upskill
- Teamwork
- Monday.com
- PowerBi

Adobe Creative Suite

- Illustrator
- InDesign
- Photoshop
- Bridge
- Dream Weaver
- Firefly

Microsoft Office

- Word
- PowerPoint
- Excel
- Outlook
- Teams
- OneDrive
- Forms
- Slido

References

Tracy Long

ABB - Global
Head of Marcom
479.462.7264

Hannah Pierce

ABB - Marketing
Comms Specialist
479.883.3002