

Jamie Wenzel

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Summary

Learning and Development leader with 20+ years of experience driving workforce enablement, product education, instructional design, and learning technology strategy across healthcare, technology, safety, retail, and professional services organizations. Recognized for building scalable learning ecosystems, developing high-performing teams, and delivering measurable business impact through innovative learning solutions. Spearheaded the transition of three organizations to digital-first learning environments, enhancing learner engagement, accessibility, and organizational agility through high-quality eLearning and virtual training solutions

Work Experience

Press Ganey/Qualtrics

Global Learning and Development Manager | Ottawa, IL | April 2024 – Present

- Synthesized a comprehensive product knowledge framework using Bloom's Taxonomy and created over 100 product eLearning courses that delivered role-based, personalized learning experiences.
- Redesigned the Docebo LMS user interface and user experience using CSS, HTML, and JavaScript, and implemented new API integrations to streamline virtual instructor-led training (VILT) application connectivity and improve the user experience.
- Developed a complex leadership compliance eLearning that contained customized pathing and testing for 14 different countries laws and regulations.

National Safety Council

Director of Learning and Product Development | Itasca, IL | May 2022 – Oct 2023

- Enhanced team efficiency by 25% through the adoption of comprehensive project management tools and refinement of product development workflows, ensuring greater interdepartmental transparency.
- Invented two cutting-edge eLearning technical solutions to address LMS integration and data management challenges, enhancing the dependability of online education.
- Implemented Webex for virtual classes and built processes and solutions for complex government security and course requirements.
- Successfully directed the development of many nationally recognized programs and certifications including Attitudinal Dynamics of Driving; First Aid, CPR, and AED; and Impairment Recognition and Response for Supervisors.
- Designed and developed 2 applications for the Apple/Android stores to support ongoing retention of safety procedures.

National Safety Council

Senior Instructional Designer | Itasca, IL | Nov 2019 – May 2022

- Facilitated a seamless transition from Instructor-Led Training to Virtual Instructor-Led Training, maintaining revenue streams amid the pandemic.
- Elevated to the position of Director following a series of successes in team leadership, where I introduced innovative strategies to resolve longstanding issues, resulting in improvement in overall team performance.

Wayfair

Senior Learning Product Manager | Boston, MA | Mar 2018 – Jul 2019

- Led the design and implementation of a compliance curriculum, enhancing regulatory adherence and ethical standards across the employee base.
- Guided a team of Learning Specialists in mastering Articulate 360 for eLearning development, improving the efficiency and quality of instructional materials.
- Provided strategic direction in instructional design and learning technology application, optimizing digital learning initiatives.

ABC Financial

eLearning Manager | Little Rock, AR | Nov 2014 – Mar 2018

- Revamped corporate training methodologies by applying instructional design principles, resulting in improved understanding and retention of software and operational procedures.
- Deployed a comprehensive Learning Management System (LMS), facilitating streamlined educational processes.
- Created over 100 interactive online courses, greatly increasing the availability and efficiency of employee training programs.

ABC Financial

Onsite Implementation Manager | Little Rock, AR | Oct 2012 – Nov 2014

- Successfully onboarded large clients providing effective solutions to technical and business issues at 100's of locations including prominent brands such as Golds Gym, World Gym, and Planet Fitness.
- Led of team of Implementation Managers through a difficult onsite implementation consisting of 12 locations within a 100-mile radius by traveling to all locations and providing solutions for each outstanding issue.
- Promoted to Corporate Trainer IV to analyze current onboarding and create new online and virtual training to support our new remote workers.

Aspen Dental

Operations Manager | Peru, IL | Feb 2011 – Jul 2012

- Elevated customer service standards at multiple locations, securing a perfect 5-star online patient satisfaction score, and meriting three company awards for exceptional service delivery.
- Exceeded monthly sales targets by \$20,000 to \$50,000, demonstrating robust sales strategies and contributing to notable revenue growth.

Save-A-Lot

Systems Training Engineer | Earth City, MO | Jan 2009 – Jan 2011

- Delivered in-depth training for retail managers, enabling proficient use of new financial software, and enhancing store operations and fiscal management.
- Executed installation of network and point-of-sale equipment, along with financial software, across multiple retail locations, achieving consistent integration and operational performance.

TRG Group

Training Manager | St. Louis, MO | Apr 2007 – Jan 2009

- Recognized for outstanding performance with multiple Centric Star Awards, consistently exceeding job expectations through a commitment to excellence.
- Reduced vendor costs by 70% for a key retail initiative, demonstrating strong cost-saving capabilities and negotiation skills that enhanced profitability.

Abercrombie & Fitch

Corporate Training Manager | New Albany, OH | Aug 2004 – Oct 2006

- Led the rollout of training programs for over 20 new store launches, facilitating the development and proficiency of both management and staff in operational excellence.
- Directed a targeted training intervention for 15 underperforming locations, resulting in measurable enhancements to store performance and profitability.

Education

Southern Illinois University | Bachelor of Science, Business and Computer Education

Illinois Valley Community College | Associate of Science, Computer Science

Skills

- Project Management: Jira, Smartsheet, Microsoft Project, Wrike
- LMS Implementation & Administration: Docebo, Cornerstone, LearningCart, SkyPrep; evaluated and analyzed 100+ LMS platforms, including Moodle and headless LMS solutions
- Instructional Design & eLearning Development: 15+ years of experience creating high-quality eLearning solutions using Adobe Captivate and Articulate 360; expertise in adult learning principles, instructional design models, and learning frameworks
- Learning Technology & Integrations: Salesforce, Webex, Zoom, OKTA, VitalSource, Azure SSO, Area9 Adaptive Learning, and other custom API/LTI integrations
- App Development: Designed and launched two mobile applications for iOS and Android
- Video Production & Editing: Adobe Premiere Pro, After Effects, Camtasia, OpenShot
- Graphic Design: Adobe Photoshop, Illustrator, InDesign
- Systems Administration: Qualtrics, CustomerGauge, Webex, Zendesk, LinkedIn Learning, Confluence, ServiceNow, Human Experience Platform
- Microsoft Technologies: Word, PowerPoint, Excel, SharePoint, Teams, Copilot
- Google Workspace: Docs, Sheets, Slides, Drive, Forms, Meet