

# Jamie Wenzel

jamieawenzel@gmail.com | (815)252-7802 | Ottawa, IL | <https://www.linkedin.com/in/jamiewenzel> | <http://jamiewenzel.com>

## Summary

An innovative leader with 18 years of progressive experience in Learning and Development. Excelled as Director of Learning and Product Development, enhancing team efficiency by 25% and leading the transition to virtual learning. Spearheaded the development of new eLearning solutions and a new robust LMS, demonstrating strong leadership in instructional design and learning technology.

## Work Experience

### 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.
- Developed 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 led 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 to 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, MS Projects; LMS Administration - Docebo, Cornerstone, LearningCart, Skyprep, and analyzed over 100 LMS's functionality; App Development – 2 apps for Android and Apple stores, Senior Instructional Design – 10 + years of Adobe Captivate and Articulate 360, Video Production/Editing – Adobe Premiere Pro, Camtasia, Openshot; API/LTI Integrations - Salesforce, Webex, OKTA, Vitalsource; Graphic Design - Adobe Photoshop, Illustrator, InDesign; Systems Administrator - Qualtrics, Customer Guage, Webex, Zendesk, LinkedIn Learning, Confluence, ServiceNow