



# ASHLEY BURGMEIER

## CONTENT SPECIALIST

### CONTACT INFORMATION

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### AREAS OF EXPERTISE

- Brand Management
- LMS (Learning Management Software)
- Project Management
- Strong computer literacy
- E-Learning
- Training
- Adobe Suite
- Articulate 360
- Genially
- Microsoft Programs
- Java & HTML
- Multiple LMS Platforms

### PREVIOUS EDUCATION

#### Paradise Valley Community College

*Associate of Science*

- Maintained a 3.5 GPA

#### North Pointe Preparatory

*High School Diploma*

- Graduated in top 10%
- National Honors Society
- Earned Imprint award
- Ran stations for Highschool and Jr high

### CAREER SUMMARY

#### Content Specialist

*Nike*

*2022 - present*

Distill complex information into easily understood, engaging and accurate content. Manage and prioritize content requests to ensure accurate and timely publication. Participate in content audits for accuracy and relevance. Maintain strong relationships with human resources and other business stakeholders. Meet with business about their project to consult and inform about hosting content on NikeU. Provide ongoing troubleshooting and support for all learning administrators, content contributors and employees with NikeU when their issues are not resolved by Nike's front-line employee support team (HR Direct). Publish and edit/QA content for multiple audiences, countries, and platforms. Publish courses in the Nike Learning Management System and NikeU content management system (CMS).

#### Manager of Learning and Development

*The Joint Chiropractic*

*2021 - 2022*

Update and maintain existing learning materials to ensure all content is kept current. Development of learning solutions. Create solutions that are adopted and drive measurable impact to the business. Manage multiple projects and priorities with overlapping timelines and project deadlines. Respond in a timely manner to team and business partners with solutions to problems and requests. Revise and rewrite content to shape it for learning needs. Partner with 3rd party Learning Consultant/Instructional Designers when necessary. Ensure content quality, accuracy, readability, and effectiveness.

#### LMS & Customer Success Manager

*Trust20*

*2021 - 2022 Contract Position*

Partnered with the design team to help review and finalize e-learning content before it went out to learners. Helped plan and optimize the LMS. Developed and updated standardized tools and reporting for ongoing access to learning information; generated standard and custom reports. Managed tracking of course revisions and history. Provided troubleshooting assistance for users regarding credential creation, coursework accessibility, and module tracking. Troubleshoot and eliminate issues relating to system functionality

#### Learning and Content Administrator

*Angry Crab Shack*

*2016 - 2021*

Designed, programmed and maintained Learning Management Software. Identified and communicated opportunities for process and quality improvements, providing feedback on usage, defects, and suggested enhancements. Created and updated resources to train and support learners on how to use the LMS. Professional development. Partnered with stakeholders to manage the course asset library. Developed and updated standardized tools and reporting for ongoing access to learning information; generated standard and custom reports. Managed tracking of course revisions and history.