

## **Tovah Nicole Metz, MPsy**

### **Learning and Development Professional**

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### **Professional Summary**

A senior-level **Learning and Development Professional** with a demonstrated track record of content development, including instructor-led and self-paced training, blended learning, job aids, and training video scripts. Working in multiple industries, using the **ADDIE and SAM Methods**, to provide training strategy and deliverables to meet organizational needs. Specializing in **New Hire Onboarding**, with the strong belief that good onboarding increases employee connection, lowers attrition, increases engagement, and strengthens the organizational relationship.

### **Skills**

- ADDIE, SAM, Kirkpatrick's
- AI Content Creation
- Articulate RISE and Storyline
- Snaggit and Camtasia (Techsmith)
- UKG Pro WFM (Timekeeping and Basic Scheduling)
- LMS Management
- Learning Program Management
- Design of ILT, CBT, Job Aid, & Guides
- Content Creation and Management
- Change Management

### **Experience**

#### **Senior Training Consultant (contract)**

*Insight Global @ Google Fiber - Remote (Dec 2024 – Present)*

*Insight Global @ Pye Barker Fire Safety (Oct 2023- Sept 2024)*

*Healthcare IT Leaders @ various clients (Oct 2024- Present)*

- Full cycle design of training materials; elearning, instructor led, self paced, job aids, and training videos
- Worked on redesign of onboarding materials
- Development of UKG Pro WFM Timekeeping and Basic Scheduling training materials for medical industry
- Developed comprehensive training design and change management strategy
- Learning Management System Administration
- Training Analysis/Needs Assessment - Instructional Design Program Management
- Use of multiple instructional design tools, including Articulate 360 (Storyline & RISE), Sythesia, and Google Gemini, Techsmith (Camtasia & Snaggit)

#### **Senior Learning Experience Designer**

*UKG, Learning and Community - Remote (Dec 2022 – Aug 2023)*

- Content development using multiple training modalities and and structured authoring tools (Heretto) to create job aids, instructor guides, and learner guides for UKG Dimensions -Timekeeping and Basic Scheduling
- Deployed excellent communication skills to work closely with subject matter experts and key stakeholders to develop comprehensive learning design plans.
- Use of training authoring tools to create multiple training deliverables (Articulate 360, Storyline, RISE, Synthesia)

#### **Instructional Designer**

*Flexential, People and Culture - Remote (October 2021 –Sept 2022)*

- Designed and developed technical, customer service, and leadership training
- Redesigned New Hire Onboarding ILT and self-paced materials.
- Administered training in the Workday LMS
- Creation of Manager 101 series of training, including Timekeeping; Hiring; Onboarding; and Managing in a Hybrid Environment
- Key member of the Leadership Development Team - Creation of Leadership Competencies

#### **Instructional Designer/Training Communications Administrator/DEI&B Team Member**

*DISH Network, Department of Training Communications - Englewood, CO (Sept 2019 – October 2021)*

- Designed computer-based, ILT, and blended training materials for comprehensive curricula; including storyboarding, writing agendas, objectives, scripting, activities, and assessment using multi-media tools

(Techsmith)

- Allocated planning resources (man-hours) to projects based on the scope, design, and format of projects

### **Conference Producer/Human Resources/Project Manager**

*GTC Biotech - Monrovia, CA (July 2013 – December 2014)*

- Produced biotech conferences for scientific and medical professionals

### **Curriculum Developer/Instructor (Associates Degree Program)**

UEI College - El Monte, CA (Jan 2010 - Sept 2012)

- Creation of curriculum for Psychology for Managers course
- Instruction of Associates Degree Level Business and Psychology courses (Psychology for Managers, Human Resources, Business Communications, Customer Service Soft Skills)

### **Human Resources Manager**

Danceheads - Las Vegas, NV (Sept 2009 - Dec 2010)

- Hiring and management of all customer service staff
- Training of all staff
- Management of technical staff
- Sales and placement of entertainment machines

### **Training Service Representative**

Wescom Credit Union - Pasadena, CA (Jan 2003 - Aug 2009)

- Customer service - assisting banking customers with inquiries via telephone and email
- One-on-one coaching of new customer service call center agents
- Development of job aids, training courses, and customer-facing, instructor-led courses

## **Education**

- Master of Science, Psychology, emphasis in Adult Learning, *California Coast University*
- Bachelor of Arts, Organizational Management, emphasis in Psychology, *Ashford University*