

Karen Vanni

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Senior Instructional Designer | Learning Experience Designer | Technical Enablement Strategist

Adult Learning Principles | Technical & SaaS Enablement | Blended Ecosystems | Professional Development

Dynamic, Senior-level Learning and Development professional with 15+ years of experience engineering scalable, performance-focused learning ecosystems, enablement frameworks, and instructional solutions across complex industries. Proven expertise translating highly technical infrastructure, SaaS platforms, corporate policies, and specialized enterprise systems into intuitive, practice-based learning journeys. Exceptional track record of orchestrating cross-functional collaborations with executive stakeholders, product divisions, and Subject Matter Experts (SMEs) to bridge execution gaps and drive user adoption. Expert in maximizing organizational readiness through the intersection of advanced instructional design methodologies (ADDIE, SAM, Agile) and certified Prosci® change management strategies.

CORE COMPETENCIES

L&D Strategy & Architecture: Learning Program Management | L&D Ecosystem Design | Enterprise Enablement | Professional & Leadership Development | Needs Analysis | Persona Mapping | Curriculum Strategy | Continuous Improvement Loop

Instructional Design & Delivery: e-Learning / eLearning Development | Virtual Instructor-Led Training (VILT) | Blended Learning Architecture | Cohort-Based Models | Scenario-Based Learning | Interactive Tech Simulations

Enablement Technology & Media: Articulate Storyline & Rise | Adobe Captivate | Camtasia | SCORM Deployment | Learning Management System (LMS) Administration | AI-Supported Authoring Tools | Digital Assets

Stakeholder & Project Governance: Cross-Functional Alignment | Business Partner Collaboration | Agile & Scrum Frameworks | Change Capacity Building | Learning Analytics & Metrics Evaluation

Accessibility & Inclusion: Section 508 Standards | WCAG Application | Accessible e-Learning Design | Document Remediation Audits | Inclusive Learning Quality Assurance

RELEVANT PROFESSIONAL EXPERIENCE

IT Training Specialist / Instructional Designer

01/2023 - Present

Department of Administration (DOA) – Information Technology Division | Helena, MT (Remote)

- **Enterprise L&D Ecosystem:** Developed an Enterprise IT Learning Strategy that established role-based competency tracks and upskilling pathways, scaling verifiable tech skill development and expanding platform access from 57 to 770 active users statewide.
- **Scalable Asset Development:** Spearheaded the end-to-end design and rollout of 82+ interactive e-learning modules, digital simulations, job aids, and specialized video tutorials supporting software implementations and compliance requirements across 18 executive agencies.
- **SaaS Product Enablement:** Developed and executed customized, workflow-aligned ServiceNow and collaborative platform (Mural) training frameworks to accelerate user proficiency and maximize onboarding adoption across thousands of cross-functional team members.

- **Leadership Development Programming:** Partnered directly with IT executives to refresh and manage an annual Emerging Leaders cohort model, embedding curricula centered on current organizational strategies, Executive Mentorship, and Strategic Team Alignment.
- **High-Stakes Compliance Design:** Designed a rapid-response, interactive e-learning program to address strict IRS Federal Tax Information (FTI) audit parameters; success of the curriculum resulted in its cross-departmental adoption by the Department of Revenue and Department of Health and Human Services.
- **Change & Adoption Integration:** Mobilized instructional design frameworks alongside Prosci® Change Management methodologies to facilitate user readiness campaigns, including a major consolidation initiative affecting 700+ IT employees.
- **Accessibility Auditing & Training:** Spearheaded "Accessibility First" state initiatives, developed SiteImprove training to coach web developers on Section 508 and WCAG standards to execute precise file remediation (Word, Excel, PowerPoint, Adobe) and automated tool checking.
- **LMS Content Governance:** Served as lead content administrator within enterprise LMS networks, deploying SCORM compliant packages, assigning courses, enrollment monitoring, and deep metric tracking to communicate training outcomes to executive leadership.

Training Development Specialist

09/2019 – 04/2023

Montana State University – Lifelong Learning Center | Great Falls, MT (Hybrid | Part-time/Contract)

- **Rapid Client Enablement:** Mastered Salesforce infrastructure within a one-week sprint to design, construct, and facilitate customized, hands-on software transition training for a regional accounting firm, mapping client workflows to step-by-step guidance.
- **Customized Curricula Engineering:** Engineered and maintained diverse technical and non-technical business curricula (including advanced MS Excel, Canva, WordPress, and project tool structures) tailored directly to local organizational capability needs.
- **Blended Delivery Management:** Monitored, evaluated, and adjusted a broad spectrum of hybrid, virtual, and in-person professional development offerings based on data-driven learner feedback loop iterations.

Montana Department of Labor & Industry | 2016 – 2023

Training Coordinator, Workforce Services Division | 07/2022 – 01/2023

Training Coordinator, Job Service Bureau | 01/2021 – 07/2022

Training Coordinator / Employment Specialist, Job Service Great Falls | 06/2016 – 01/2021

- **Statewide Function Architecture:** Promoted into specialized leadership roles to establish, scale, and direct a centralized statewide learning function supporting 100+ geographically dispersed personnel, successfully driving service standardization and delivery alignment.
- **National Program Recognition:** Designed a SCORM-compliant regulatory framework for complex federal Unemployment Insurance programs; achieved national recognition with the course shared via the federal Department of Labor for countrywide training adaptation.
- **Competency-Based Pathways:** Partnered with agency executives and SMEs to identify knowledge gaps, building role-based development pipelines, technical tutorials, and security onboarding structures (including ID.me architectures) across multiple divisions.

Program Operations Manager

05/2015 – 06/2016

Opportunities, Inc. | Great Falls, MT

- **Operational Governance:** Supervised operational logistics, personnel management, policy development, and strict regulatory compliance structures for a \$5M federally funded collaborative initiative serving local communities and internal staff.

- **Performance Cultivation:** Established continuous professional growth strategies for program staff, designing internal peer-learning groups and driving formal performance evaluations to guide long-term career milestone achievements.

Training Development Specialist / Program Manager

2/2010 – 05/2015

Rural Dynamics, Inc | Great Falls, MT (Partially Remote)

- **Cohort Program Architecture:** Built and facilitated an intensive, four-month virtual and on-site cohort-based professional credentialing program for 120 adult learners across the country, securing a 91% industry certification success rate.
- **Applied Learning Tool Design:** Coded and distributed an interactive, Excel-based financial modeling and data-driven decision application utilized live by counseling professionals to facilitate scenario planning with their clients.
- **Community of Practice Creation:** Spearheaded and managed an innovative online, post-certification professional ecosystem, empowering graduates to continuously collaborate, break down operational barriers, and share real-world client resolution methodologies.

EDUCATION

Bachelor's Degree in Business | Strayer University | Washington D.C.

-Management Concentration | 4.0 GPA – Graduated Summa Cum Laude

CERTIFICATIONS

- **Change Management Trainer:** Prosci® Certified Trainer & Practitioner | 2024
- **Agile Frameworks:** Scaled Agile (SAFe®) Certified Scrum Master | 2023
- **Federal Accessibility Standards:** 508 Compliance Certified | U.S. General Services Administration | 2026
- **Professional Communication:** Crucial Conversations Certified Accreditation | 2024
- **Financial Pedagogy:** Accredited Financial Educator | AFPE® | 2013
Developed custom courses approved for state CE credits)