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SUMMARY

Full-cycle learning, training and development professional with 15 years of tech experience driving organizational growth through innovative training and documentation strategies for both customer and employee. Adept at analyzing learning needs and designing curriculum for a variety of enablement and delivery methods. Committed to fostering a culture of continuous learning and asynchronous empowerment.

PROFESSIONAL EXPERIENCE

Freelance, Philadelphia PA and Remote — Consultant — June 2016 - Present

Provide professional knowledge and edu services to small nonprofit and startup companies

Rewst, Remote — Documentation Program Manager — October 2024 - Present

Developed and maintained customer-facing documentation of over 500 help articles

Standardized content across all client-facing documentation by crafting and enforcing in-house style guide and standards, including GitBook site redesign

Launched scalable documentation strategy that reduced user onboarding timeline by 30%

Collaborated with product, support, and UX teams to develop product roadmap

VRChat, Remote — Sr. Knowledge Manager — Oct 2022 - June 2024

Created strategic training resources to communicate process and strategy changes to global remote team, including new systems roll out and AI LLM integration refinements

Chose, launched, maintained VRChat's internal knowledge base and async education flows

Created and executed new hire onboarding and training programs for 100+hires

Acted as advocate for the importance of L+D and culture of learning within organization

Built new manager coaching and employee upskilling programs in custom LMS solution

Edgio, Remote — Sr Manager, Learning and Development — May 2022 - Oct 2022 (Contract)

Mentored jr HR team on onboarding process and curriculum during company acquisition

Created employee user guides for internal tools and change management LMS courses

Evaluated and selected L+D partner vendors for employee development offerings

Managed budget for professional development and upskilling of 1000 employees

Applied instructional design methodologies and adult learning principles to create

comprehensive training programs

STRATIS IoT, Remote — *Learning and Training Manager, Technical Writer*—NOV 2020 - MAY 2022

Directed customer and employee knowledge strategy and implementation

Coordinated closely with QA, Product and Tech leads to draft release notes and customer training manuals, including 800+ help articles on website

Designed and executed a custom LMS and CMS solution to contain documentation and training for a diverse set of cross-departmental and multi-company teams

Implemented project management system and process improvements on 100+ employees

Conducted learner needs analysis for knowledge-based company acquisition initiatives

Fostered culture of continuous improvement and professional development within the organization

NextFab, Philadelphia PA —*Director of Education* — MAY 2016 - NOV 2020

Designed 100+ adult and youth (customer) technical courses on manufacturing and design

Coached, trained and hired team of 40 instructors to deliver trainings remotely and in-person

Project managed strategic workforce development plan for Commonwealth of PA, and met or exceeded yearly goals of jobs sourced, candidates interviewed, candidates placed

Developed metrics and KPIs to evaluate and track effectiveness of learning programs

Collaborated with industry leaders to assess workforce needs and identify skill gaps

Consulted with city and local government for design of district STEM learning initiatives, enrichment, and makerspace/shop outfitting

RJMetrics, Philadelphia PA —*Admin and Culture Manager*—JAN 2012 - MAY 2016

Created employee onboarding and professional development for high-growth startup SaaS company

Lead performance management, team building exercises and training opportunities

Managed department of administrative assistants

Drafted employee handbooks and training guides to fit culture and communicate policies

Planned and tracked department budgets in coordination with director of finance and CFO to meet yearly cost per head for employee retention and satisfaction

EDUCATION

BSED Education, BS English - *West Chester University of PA* • **Cert. Human Resource Management** - *Villanova University* • **Cert. Instructional Design** - *Association for Talent Development*.