



ANGELA BARNES

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Education

Master of Science: Education; Learning Design and Technology
Purdue University | West Lafayette, IN, USA

Bachelor of Arts: Organizational Management / minors: Project Management and Marketing
Ashford University | Clinton, IA, USA

Professional Experience

Learning & Organizational Development – Sr. Instructional Designer 03/2020 – present
Wellpath | Nashville, Tennessee

Responsibilities:

- curriculum authoring and design for clinical and operational staff; eLearning, instructor-led workshops, and webinars
- program design and session facilitation of Leadership Development programs
- video development in support of various programs
- monthly toolkits for clinical staff training
- performance development process design and training facilitation

Highlights:

- earned DDI Certified Facilitator designation
- earned The Learning Challenge Certified Facilitator designation
- designed and implemented a New Leader Orientation program that has graduated several hundred new leaders and counting

Learning and Development - Corporate Trainer, Instructional Designer, LMS 09/2017 – 04/2019
Whataburger | San Antonio, TX

Responsibilities:

- career path coaching
- new leader program development and facilitation including developing and facilitating Emotional Intelligence workshop and facilitating a "Leader As..." development series
- performance goal process monitoring and mentorship
- select, onboard, mentor, and evaluate Corporate Trainer team
- conduct needs analysis to determine the learning methods and skills needed for new systems, projects, or other required technical programs
- analyze, design, develop, and facilitate training courses (Instructor Led and Computer Based) and job aids identified from the needs analysis, partner with vendors, as appropriate

Highlights:

- earned MBTI Certified Practitioner designation
- designed and authored eLearning for new corporate credit card program
- onboarded 180 new employees (2018)
- facilitated New Leader Program sessions, graduating 40
- redesigned 2-day blended learning onboarding program and three instructor-led courses

Training and Performance Development Consultant

01/2013 - 05/2017

Gypsy Enterprises, LLC | Kansas City, MO

- coached owner on employee mentoring and performance development plans
- developed training modules for employee continued education program, using Articulate Storyline
- conducted needs assessments, evaluated and presented effective, scalable learning solutions

Project Manager, Director, Performance Developer, Project Manager

06/1990 - 05/2007

QualServ Corporation, Kansas City, MO

- produced measurable revenue increases, raising new project sales by \$2,000,000
- reimaged framework and function of the salesforce including physical layout, reporting structures, workflows and processes, establishing production benchmarks, compensation package analysis, and monetization of unused assets

Director, Diamond Services Hotel Call Center Operations

Harrah's Entertainment, Inc., North Kansas City, MO

- managed team of 25 representatives
- designed and delivered curriculum including telephone etiquette, marketing and sales, customer service, and industry specific information
- evaluated work processes, cross-departmental functions; identified synergies and redundancies; redefined staff roles by merging, eliminating, and establishing responsibilities to create a leaner, more effective operation
- created interactive database to track redemption of marketing offers and verify payouts

Instructional Designer, Training Facilitator, Performance Developer

Aquila, Inc., Kansas City, MO

- facilitated sessions and created training, job aids, SOPs, presentations for primary customer, Call Center, using FrontPage, DreamWeaver, HTML, JavaScript, and MS Suite of products
- mapped workflow, scripting, reference database, incorporated regulatory requirements, redesigned communication, and documentation processes, launched new branding and mission statement
- developed new interview, hiring, training, testing, and termination processes
- used Oracle based call center software for omni-channel, ERP, call management, and quality assurance

Certifications, Tools

Certifications: DDI Certified Facilitator, MBTI Certified Practitioner, The Leadership Challenge Certified Facilitator, Covey's 7 Habits of Highly Effective People, MAGIC Certified Coach (call center operations), 360 Feedback course-certificate, SPHR (pending)

Mentoring / Design Tools: Articulate Storyline 360, Canva, Audacity, Open Editor, AWS, MS Suite of Products, ADDIE, Gagne's 9 levels, Powtoon, Vyond (video creation), Piktographs, Glogster, MBTI typed, DISC typed, Strengths Finder typed

References available upon requests and on LinkedIn profile.