

RAMONA MEYER

INSTRUCTIONAL DESIGNER

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Ramona currently works as an instructional designer in Chicagoland. With 9+ years of experience, her current focus is on designing training for customers and drivers using her company's fleet management products, as well as employees. Past accomplishments include creating eLearning curriculum for fleet drivers, as well as a vendor training program that included onsite training, webinars, and new and revised online training. A highlight of her career so far has been an opportunity in 2017 to travel to Hyderabad, India to deliver training to a new office of 35 associates.

Ramona has a Master of Arts in Communications Cinema-Television Video Editing from Regent University as well as a Graduate Certificate in Instructional Design from the University of Wisconsin-Stout. She loves learning and helping others learn new skills and knowledge.

WORK EXPERIENCE



Lead Instructional Designer

Wheels Donlen | Bannockburn, IL (remote)

September 2019 to Present (3+ years)

- Launched practical training curriculum for drivers (late 2019), including such topics as business and personal mileage, fuel card basics, what to do in an accident, tag renewal process, how to use the driver app, and more. Training has been utilized by more than 36,000 drivers, and approximately 50% accessed training via their mobile device, so this was a major focus in the design.
- Support the launch and maintenance of several instances of WalkMe (workflow learning), including company technologies, Workstation, Workday, and a mobile SDK integration.
- Manage two instructional design contractors - assign projects, review work, and provide any needed support.
- Currently planning and designing a new training strategy to support the merge of Donlen with Wheels and the migration of Donlen legacy employees and customers to the Wheels platform.



Instructional Designer

Donlen | Bannockburn, IL

July 2017 to September 2019 (2 years, 3 months)

- Led the transition of in-person training to eLearning, including selecting instructional design tools, choosing an LMS, converting existing ILT to eLearning, identifying gaps, and creating new content to fill those gaps.
- Primarily focused on training for our customers (fleet managers) and employees on our products, services, and technology.



Instructional Design & Training Manager

Sears Holdings Corporation | Hoffman Estates, IL

October 2015 to July 2017 (1 year, 10 months)

- Collaborated with two other teammates to design and deliver an intensive, two-week training program for a new office of 35 associates in Hyderabad, India to support Inventory Management and Item build functions.

PROFESSIONAL STRENGTHS

- eLearning Development
- Technical Training
- Strategic Training Design
- Video Editing
- Workflow Learning
- Job Aids & Support Documentation
- Learner Experience Focus

TECHNICAL SKILLS

- Articulate 360 (Storyline, Rise)
- Camtasia
- Adobe Premier Pro
- Adobe After Effects
- Adobe Photoshop
- WalkMe
- LMS management
- SnagIt
- Adobe Audition
- HTML basics
- CSS basics

CERTIFICATIONS

- Use the Marketing Playbook to Score Better L&D Results (October 2022)
- WalkMe Mobile Training (July 2022)
- Enabling Learner Success with Learning Journeys and Ecosystem Maps (October 2021)
- WalkMe DAP Builder Certification (April 2020)
- WalkMe DAP Fundamentals Certification (April 2020)
- LLAMA (Lot Like Agile Management Approach) for Instructional Designers (January 2020)
- BYOD: Create Effective Microlearning (October 2019)
- Using Design Thinking to Craft Learning Experiences (March 2019)
- JavaScript Development for Digital Learning Certificate (October 2018)

WORK EXPERIENCE, CONT.

- Designed a new training program entitled Vendor University to decrease vendor errors, improve employer and vendor relations, and ultimately provide better customer engagement in stores. After a gap and needs analyses were conducted, full course curriculum and content were developed and launched. Content included onsite training, webinars, and new and revised online training.



Instructional Design & Documentation Specialist

Sears Holdings Corporation | Hoffman Estates, IL
January 2014 to September 2015 (1 year, 9 months)

- Redesigned internal facilitator-led trainings to standardize presentation content and terminology to increase learner retention and decrease errors by new users of proprietary, company-owned software.
- Partnered with Subject Matter Experts to effectively translate the department's procedures into meaningful training materials.
- Designed and developed eLearning RLOs for system training utilizing design templates, scripts, storyboards, usability testing, ADDIE, and Universal Design principles.

EDUCATION HISTORY



Graduate Certificate in Instructional Design

University of Wisconsin-Stout



Master of Arts in Cinema-Television Video Editing

Regent University