

Britne E. Jenke, CAPM, CPTD, CSM
Las Vegas and Reno, Nevada

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Summary

Experienced Learning & Development Agile Project Manager with a history of delivering results in Performance Improvement Consulting, Needs Analysis, Business Analysis, Requirements Elicitation and Definition, Organizational Development, Process Improvement, Instructional Design and Development, Learning Management Systems, and Workforce Measurement and Evaluation

Significant Projects

- Training Certification System Migration, Testing, Training, and Pilot (Tesla, 2019-2020)
- Company Merger L&D Content Strategy and Rebranding (Tesla/SolarCity, 2017-2018)
- New Hire Onboarding Project Management and Content Revamp (Tesla/SolarCity, 2017)
- Clienteling Software Agile Planning, Testing, and Training Development (Signet, 2016)
- Leadership Conference Seminar Design and Project Management (Signet, 2014-2016)

Relevant Work History

Training Systems Specialist, Tesla Gigafactory Nevada, Sparks NV 12/2018-04/2020

- Creative design and measurement of training system and program impact on internal employees
- Design and leadership of high-impact global programs with multiple sub-projects, managing strong communications with stakeholders through all management levels
- Consulting with various business teams, conducting needs analysis, executing complex and multidisciplinary programs and measuring adoption
- Identification and implementation of business processes for internal team effectiveness
- Design and implementation of measurement tools to optimize business impact and audience value
- Continuous improvement through expertise in design thinking, agile project management, and problem solving

Senior Learning Experience Designer, Tesla, Las Vegas NV 08/2016-12/2018

Previous Title: Learning Experience Designer, SolarCity 08/2016-05/2017

- Project and program management of training and development initiatives, curriculum, and certification paths; working with global cross-functional business groups, stakeholders and SMEs to align learning with company and team goals and develop project plans, timelines, and reports
- Design and measurement of learning solutions and systems through needs analysis, program testing and iterating, measuring adoption, and evaluation of metrics to improve strategic impact
- Creation and maintenance of a large library of training materials in a variety of mediums for many learning styles and skill levels, including new hire training, new process/product rollouts, professional development/continuing education courses and train-the-trainer materials
- Rapid and iterative design, development, and delivery of exciting and engaging training solutions using ADDIE and Agile/SAM methodology, including: eLearning, instructor-led, microlearning, self-study, tests, activities, job aids, learning games, simulations, and hands-on exercises
- Learning Management System (LMS) administration, including posting and testing eLearning modules and other course materials, user setup and maintenance, audience assignments and assessment scoring, standard and custom reporting, and basic troubleshooting
- Organization, management, and maintenance of internal knowledge base; creation, editing, standardization, and maintenance of procedural documentation; content strategy development
- Team leadership and development through professional organizations, conference attendance, workshop development and facilitation, internal cross-functional user groups, and mentoring

Learning & Performance Improvement Specialist, Signet Jewelers, Akron OH 07/2013-08/2016

- Research, logistics planning, needs analysis, design, development, facilitation, and evaluation of large-scale training programs, including annual nation-wide Leadership Conference and company-wide software implementations
- Curriculum and program design for sales and customer service related skills, performance skills, leadership development and coaching, interpersonal skills, management and technical skills
- Performance consulting, including creation and delivery of needs and performance assessments to determine developmental needs, and partnering with internal departments to consult on available training opportunities and propose training solutions
- Instructional design, development, and project management of training programs for field retail employees and management including: self-study materials (workbooks, job aids, handouts), in-store training and coaching, classroom training, instructional videos, and eLearning
- Development of evaluation plans to assess program / intervention effectiveness; development of evaluation reports and executive summaries to communicate results to internal clients; served on evaluation and analysis advisory team

Additional work history available upon request.

Freelance Projects

Web Developer, ByBritne Consulting (formerly Jenke Consulting) 01/2013-present

- Web design, custom development, and management using WordPress and other platforms
- Small business development: art and photography portfolios, product catalogs, ecommerce, social media, SEO and analytics
- Nonprofit development: memberships, event registration, community news and networking, charitable donations

Executive Henchperson (Personal Assistant), Mutha Oith Creations 01/2013-07/2013

- Web design and custom development using WordPress, PHP, and CSS
- Community development including gamification and forum administration
- Planning, coordination and facilitation of large-scale gaming conventions and art shows
- Social media outreach, including Facebook, Twitter, Pinterest, Etsy, Goodreads

Professional & Volunteer Activities

- VP of Technology (Board Member), Association for Talent Development (ATD), Greater Las Vegas Chapter (01/2018-present)
 - Member, ATD Greater Las Vegas Chapter (02/2017-present)
- Board Member, Reno Video Game Symphony (01/2020-present)
- Area Director, Toastmasters District 39 (Northern Nevada) (07/2019-present)
- Secretary/Treasurer, Toastmasters, Giga 1 Tesla Talkers (Tesla Gigafactory) (02/2019-03/2020)
 - Past offices held, Toastmasters, Green Gabbers Chapter (Tesla Las Vegas): Secretary/Treasurer (06/2018-12/2018), President (10/2017-06/2018), VP of Education (02/2017-10/2017)

Presentations & Publications

- Performance Management: From Training to Holistic Performance (ATD Greater Las Vegas, 09/2019)
- Creating Evaluations: The Taste Test (ATD Greater Las Vegas, 12/2018)
- E-Learning Cook-Off: Which Platform Works for Me? (ATD Greater Las Vegas, 10/2018)
- Why Stories Help Us Learn (Toastmasters, 08/2017)

Certifications

- Certified Scrum Master (CSM), Scrum Alliance (04/2020-04/2022)
- Certified Professional in Talent Development (CPTD, formerly CPLP), Association for Talent Development (ATD) (01/2020-01/2023)
- Certified Associate in Project Management (CAPM), Project Management Institute (PMI) (08/2018-08/2023)
- Innovative Planning Level 2 (IP2), Toastmasters International (12/2019)
- Advanced Leader Bronze (ALB), Toastmasters International (05/2019)
- Competent Leader (CL), Toastmasters International (03/2019)
- Competent Communicator (CC), Toastmasters International (02/2018)
- Certified Gamification Designer, The Engagement Alliance (08/2017-08/2019)
- Certified Performance Consultant, Langevin Learning Services (05/2015)
- Certified Diamondologist, Diamond Council of America (07/2012)

Education

- Graduate coursework in Educational Technology, emphasis in Learning Systems Design and Development, University of Missouri Columbia (2007-2008)
- Graduate coursework in Library and Information Science, University of Missouri Columbia (2006-2007)
- Bachelor of Arts in English, emphasis in Literature, Society, and Politics, Webster University, 2006
 - Minors in French and Education, Webster University, 2006
 - Study abroad: London, UK (01/2005-04/2005) and Normandy, France (05/2003)

Continuing Education

- Assembling a Change Management Team, ATD Education (03/2020)
- Assessing with Multiple Choice Questions, ATD Education (03/2020)
- Storyboarding and Prototyping, ATD Education (03/2020)
- Job Analysis, ATD Education (12/2019)
- Basics of Human Performance Improvement, ATD Education (09/2019)
- Essentials of Technical Training, ATD Education (11/2018)
- Evaluation of Training, Langevin Learning Services (05/2015)
- Consulting Skills for Trainers, Langevin Learning Services (10/2014)
- Training Needs Analysis, Langevin Learning Services (12/2013)
- Instructional Design for New Designers, Langevin Learning Services (12/2013)

Additional continuing education coursework on multiple online platforms (Coursera, Udemy, LinkedIn Learning, Automation Anywhere, etc.), full list available here: <http://www.linkedin.com/in/britne>

Computer / Software Skills

- Project Management: Wrike, JIRA, Confluence, GitHub
- Educational Technology: Articulate Storyline, Articulate Rise, Articulate Studio 360, Adobe Captivate, Raptivity, Camtasia, Twine
- Learning Management System (LMS) Administration: Absorb, Bridge, Degreed, Moodle, Workday
- Web design and programming: HTML, CSS, JavaScript, PHP, SQL, Python, Automation Anywhere
- Adobe Creative Cloud: Dreamweaver, Photoshop, Acrobat Pro, InDesign, Illustrator, Premiere Pro
- Microsoft Office 365: Word, Excel, PowerPoint, Access, Publisher, OneNote, SharePoint, Stream
- Content and asset management, knowledge management, and survey platforms
- Audio, video, and photography editing software and tools