

CHRISTIE JOHNSON

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Christie's professional goals are to partner with business leaders and Learning Performance Consultants to gather and validate learning requirements, perform analyses, design/develop a learning curriculum to improve the performance of employees. Additionally, she strives to assess learning outcomes that need to be developed, understand the performance expectations and gaps, and assist in deriving the appropriate learning solution.

EXPERIENCE

AUGUST 2020 – CURRENT

INSTRUCTIONAL DESIGNER II, USAA

- Identifies and manages existing and emerging risks that stem from business activities and the job role.
- Ensures risks associated with business activities are effectively identified, measured, monitored, and controlled.
- Follows written risk and compliance policies and procedures for business activities.
- Organizes course content to produce curriculum that meets learning needs of the business.
- Develops and manages timelines and milestones.
- Collaborates with internal business partners to validate that curriculum solutions align to business priorities and strategy for operational effectiveness.
- Participates in peer-to-peer reviews to ensure consistency, quality, and appropriate use of course content guidelines.
- Develops tools and processes to measure effectiveness of curriculum solutions and learner performance to ensure solutions meet employee skill development requirements.
- Guides the business on strategy implementation in the pursuit of business solutions.
- Applies understanding of the business, its products and processes in order in order to reshape content for changing needs.
- Gathers information, analyzes data trends and best practices, identifies root cause(s), and provides information to the business or project teams.

AUGUST 2018 – AUGUST 2020

FACILITATOR II, USAA

- Facilitate classes to new and existing employees both in person and virtually on insurance topics such as Auto, Renters, Valuable Personal Property, Homeowners, Condo, Rental Property, and Umbrella Insurance.
- Manage and coach learners on performance and behaviors while implementing Personal Improvement Plans and remediation when needed.

- Teach Continuing Education courses for insurance license requirements.
- Update company course content, through submitting revisions.

EDUCATION

DECEMBER 2021

M.S. INSTRUCTIONAL DESIGN & TECHNOLOGY, UNIVERSITY OF TAMPA

Focusing on Systematic Instructional Design and Distance Learning.

GPA 4.0

Phi Kappa Phi Honors Society

DECEMBER 2017

B.S. EARLY CHILDHOOD EDUCATION, ST. PETERSBERG COLLEGE

Reading (K-12) & ESOL Endorsed

Program GPA 3.54

SKILLS

- Able to forge solid working relationships with stakeholders
- Excels with conflict resolution
- Works with minimal supervision
- Demonstrates strong command of USAA's insurance service, billing, and frontline underwriting procedures
- Expert communicator (professional experience in written, verbal, and visual presentations)
- Experience with small, whole group and individual instruction.
- Creating/Implementing Development Plans
- Developing curriculum while maintaining mental agility to adjust schedules if needed for completion of targeted milestones and goals
- Developing Curriculum for English Language Learners and learners with varying exceptionalities

TOOLS

- Microsoft Office Tools: Word, Excel, and PowerPoint
- Learning Management Systems: SumTotal, Google Classroom, Canvas, Moodle, Blackboard, D2L, OneSource Learning
- Cisco WebEx
- Chat and Video Conferencing Tools: Zoom, Skype Business, and Slack
- Project Management Tools: Asana and Monday
- TechSmith: Camtasia and Snagit
- Articulate 360: Rise 360 and Storyline 360
- Adobe Creative Cloud: Lightroom, Photoshop, Audition, and Animate
- PowToon
- Vvond