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PAULINE CARLSON

Learning and Development Specialist/Instructional Designer

summary statement

Seasoned Learning and Development Specialist with 15+ years creating impactful corporate learning solutions. Expert at transforming complex content into engaging digital experiences that boost performance and retention. Experienced trainer in adult learning environments. Collaborates effectively with stakeholders to align training with business goals, driving measurable productivity improvements. Consistently leverages emerging technologies to deliver cutting-edge learning experiences for today's workforce.

education

Associate of Science – Geography
Sierra College, Rocklin, California
2016 – 2020

Designated Teaching Credential
Computer Science
CalState San Bernardino 2015

expertise

- Certified WBT Designer & Trainer
- ERP Trainer and Technical Field Support
- Instructional Designer and Technical Writer
- Understanding of adult learning principles and cognitive theories
- Microsoft Office Products Expert
- Organizational Development Facilitator
- Developed a standalone school management software solution
- Skills in video production and editing for training purposes

work experience

Apr 2025 – present

Instructional Designer

Navy Federal Credit Union

- Designs training programs for credit union service representatives applying adult learning principles to ensure financial concepts are effectively retained.
- Collaborates with subject matter experts to translate financial regulations and procedures into engaging learning materials that balance compliance requirements with practical application.
- Utilizes Asana boards to manage multiple instructional projects simultaneously, maintaining clear communication with stakeholders through task assignments, progress updates, and deadline tracking in a fast-paced environment.
- Drives instructional initiatives from concept to implementation, proactively identifying learning gaps, adapting to changing priorities, and delivering timely solutions that support the business objectives and member service standards.

Mar 2022 – present

Instructional Designer & WBT Specialist

American Honda Motor Company

- Developed and delivered engaging WBT presentations on effective online and in-person training techniques using Microsoft Teams.
- Designed interactive eLearning modules incorporating role-playing, polling, and open-ended questions to encourage active participant engagement.
Successfully created and deployed WBT content to over 7,500 Honda employees, significantly improving company-wide training effectiveness.

Apr 2023 – Mar 2022

Learning and Development Specialist

Independent Grid Solutions LLC

- Authored technical documentation and content for energy storage solutions, specializing in graphene battery power solutions; translating complex electrochemical processes and performance specifications into clear, accessible materials for diverse stakeholder audiences.
- Conducted comprehensive needs assessments and developed tailored eLearning solutions for clients in the energy storage industry.
- Created interactive online training modules, simulations, and assessments to support employee skill development and knowledge retention.
- Utilized instructional design principles to transform complex technical content into engaging and accessible eLearning materials.
- Collaborated with subject matter experts to ensure accuracy and relevance of training content.

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software utilized

Required Knowledge Software:

- ≡ All Microsoft Office Products
- ≡ AI Prompt Engineering using Chat GPT, Claude.ai, Gemini

Facilitation Software:

- ≡ Microsoft Teams, WebEx, GoTo Trainer, Zoom, Adobe Connect

Instructional Design Software:

- ≡ Articulate 360 Rise & Storyboard, Camtasia, Adobe Illustrator, Adobe Photoshop

Geographic Information Software:

- ≡ ArcGIS, ArcPRO, SQL

Nov 2022–
Apr 2023 and
Oct 2017 –
May 2022

Learning & Development Manager/Instructional Designer

ServiceHub Inc

- Led the design and facilitation of software application workshops via WBT for multidisciplinary teams of hospital personnel.
- Developed comprehensive eLearning courses, user guides, and quick reference guides (QRGs) on leadership and management skills.
- Played a key role in ERP deployment, creating targeted training materials to support the company's product line expansion.
- Implemented innovative instructional design strategies to enhance learning outcomes and user engagement.

May 2022 –
Nov 2022

Technical Communications Specialist & Trainer

Pacific Gas and Electric Company

- Created visually appealing infographics, logos, and other graphical designs for use in corporate eLearning modules and communications.
- Developed and delivered technical eLearning content throughout the company, focusing on complex subject matter.
- Specialized in creating interactive Excel-based training modules and designing effective data visualization for reporting purposes.
- Collaborated with subject matter experts to translate technical information into engaging eLearning experiences.

April 2014 –
Oct 2017

Senior Business Systems Support Specialist

- Designed and implemented end-to-end WBT programs for new hires in the mobile support team and provided departmental train-the-trainer sessions.
- Developed eLearning modules to effectively communicate complex issues and solutions to business partners with varied skill levels.
- Analyzed user feedback and learning trends to identify areas for improvement in training materials and propose innovative solutions.
- Collaborated with IT teams to design and implement eLearning solutions for complex business processes.