

JESSICA E. BRINK

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SKILLS

Adobe Acrobat Professional	Google Workspace	Smartsheet
Adobe Captivate	JIRA	Tableau
Adobe InDesign	LMS: Saba and SumTotal	TechSmith Camtasia
Adobe Illustrator	Microsoft Office 365	TechSmith SnagIt
Amplitude	Microsoft OneNote	Veeva
Articulate 360 (Rise, Storyline)	Microsoft Project	Vyond
Articulate Presenter	Microsoft SharePoint	WebEx
Canva	Microsoft Teams	WellSaid Labs
Confluence	Mural	Whatfix
Degreed	Salesforce	WordPress
Figma	Slack	Workday
Frame.io		Zoom

CERTIFICATIONS

- 5 Moments of Need certificate
- FINRA Series 7 General Securities Representative exam

SUMMARY

I am a results-driven, detail-oriented instructional designer with experience developing learner experience-centric eLearnings, micro-learnings, videos, and blended learning solutions for global audiences. My strengths include communication, project management, data analysis, and rapid development. I am committed to timely, high-quality learning deliverables.

PROFESSIONAL EXPERIENCE

SR. INSTRUCTIONAL DESIGNER, Customer Learning & Development for Digital Products 07/2022 – Present
Intuitive Surgical – Sunnyvale CA

- Advocate for learners by promoting task-based and scenario-based learning, performance support, and closed captions on all videos developed by the Digital Products team.
- Develop and implement ID processes, data analysis, surveys, and templates.
- Manage, develop, and implement multiple projects across the business concurrently, collaborating with other IDs, app developers, and business partners.
- Led the redesign of four learning initiatives and developed streamlined materials with the highest learner completion and view data across the Digital Products team.
- Led a cross-functional project team in developing an in-app education (DAP) experiment. This will serve as a foundation for future innovative education to support Intuitive digital products.

SR. INSTRUCTIONAL DESIGNER, EVENT CONTENT MANAGER, 12/2017 – 07/2022
Ameriprise Financial Services, Inc. – Minneapolis MN

- Leveraged instructional design skills to develop creative and interactive eLearning and instructor-led training delivered, using Degreed, to over 10,000 financial advisors.
- Managed training development, delivery, and evaluation of Ameriprise advisor event training and Salesforce in-app support (Whatfix) to ensure deliverables were on time and met quality standards.
- Collaborated with other instructional designers, sponsors, SMEs, executive leadership, and key stakeholders to develop interactive training that met corporate initiatives.

SENIOR INSTRUCTIONAL DESIGNER 06/2016 – 07/2022
Independent Contractor

- Worked with subject matter experts and other individuals across the client organization to develop learning requirements for targeted audiences.
- Built job task analyses, course plans, demo scripts, storyboards, video sequences, assessments, online interactions, interactive activities, and exercise guides.
- Leveraged a deep instructional skill set to creatively design, develop, and deliver learning products in various formats, including eLearning, instructor-led training, graphics, audio, animation, video, and simulations.
- Highly skilled in various instructional development tools, including Adobe Captivate and Articulate 360 (Storyline and Rise).
- Consistently delivered high-quality products in a fast-paced environment, with multiple deadlines and shifting priorities.
- Created project plans, set and met project deadlines, and reprioritized work on deliverables, as needed, to complete timely delivery of instructional design projects.

- Collaborated with management, business champions, and SMEs to develop simulation-based eLearning, micro eLearning tutorials, context-sensitive help, ILT and vILT training materials, quick reference guides, infographics, and job aids.
- Established and implemented processes to effectively work with stakeholders and SMEs, leading to successful management of multiple simultaneous projects.
- Developed and maintained a robust SharePoint site to provide awareness of training and application resources to more than 20,000 Infosario users worldwide.
- Worked with the IT developers in an agile environment, using JIRA, to develop monthly application release notes for the end users. I incorporated monthly updates into related training materials and SharePoint sites to reflect new functionality.
- Provided quality analysis (QA) reviews of all course materials developed by our 14 instructional designers to ensure compliance with corporate standards and guidelines for seamless integration into Quintiles' training programs.

INSTRUCTIONAL DESIGNER
Independent Contractor

01/2012 – 12/2012

- Responsible for design, development, and delivery of eLearning, technical writing, onboarding, multi-branching simulations, participant guides, lab and hands-on exercises, job aids, and quick reference guides.
- Clients included: CA Technologies, Steve Madden, Sears, IHG, Abbott, Abbvie, QuintilesIMS

INSTRUCTIONAL DESIGNER

07/2006 – 01/2012

PRA Health Sciences – Raleigh NC

- Led the development of the project management group's learning paths and curriculum through collaboration with executive management, stakeholders, SMEs, and cross-functional teams.
- Designed and implemented eLearning, instructor guides, student manuals, and workbooks to train over 1,200 students in corporate project management processes.
- Coordinated the startup and successful Project Management Certification Program growth that aligned with PMI's standards. Registered PRA's courses in the PMI REP program, enabling over 200 project managers to earn and maintain PMI certification.
- Developed task-focused, cross-functional training and WIKI resources for PRA's proprietary application that more than 1,000 employees worldwide used to manage clinical trials.
- Developed and implemented regulatory compliance training for more than 2,000 employees worldwide to fulfill SOP requirements.

EDUCATION

Bachelor of Science: Management Information Systems, Iowa State University – Ames, Iowa

VOLUNTEER, LEADERSHIP, AND COMMUNITY

2024 – present	Orabs Athletic Booster Club Parent Committee , President
2015 – present	Sheldon Community School District Board of Education , Vice President
2012 – present	Dolly Parton Imagination Library , Coordinator for the Sheldon community
2012 – 2018	Sheldon Public Library Board of Trustees , President
2015 – 2017	Sheldon Community Day Care and Preschool , Interim Center Administrator
2014 – 2017	Sheldon Community Day Care and Preschool Board of Directors , Member
2000 – 2012	Tastefully Simple (direct gourmet food sales), Team Mentor Recruited, managed, and trained a team of over 100 consultants with sales exceeding \$500,000 annually. Presenter of sales and recruiter training sessions at National and Regional Conferences with audiences of up to 1,200 consultants.

WORK SAMPLES

Due to the proprietary content of my projects, I am unable to share most of my learning deliverables. You will find that the samples I've provided are purposefully incomplete and/or have redacted content to protect my customers' intellectual property. Access my website [here](#).