

JENNIFER H. WOLFE, PMP, MS

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SENIOR INSTRUCTIONAL DESIGN CONSULTANT

Instructional Design professional with extensive experience in designing and developing effective learning solutions. Deep understanding of adult instructional theories and methodologies, specialized in creating engaging and learner-centered content for various industries. Strengths include analyzing training needs, designing assessments, and crafting tailored instructional strategies. Skilled in utilizing cutting-edge technologies and multimedia tools to enhance the learning experience. Adept at consistently delivering high-quality training materials that empower individuals and organizations to achieve their learning objectives.

AREAS OF EXPERTISE

Instructional Design | Project Management | Performance Improvement | Competency & Skills Management | Learning Needs Analysis and Assessment | Learning Experience & Technologies | Communication and Facilitation | Organizational Change Management

PROFESSIONAL EXPERIENCE

CUMMINS INC., Remote/Columbus, IN

04/2012-05/2023

Talent Management Manager

Member of the corporate global Learning and Organizational Effectiveness team, and personally managed several initiatives and projects.

- Served as **Cummins Learning Experience Leader** and developed a Social Learning Playbook, Cohort Development Guide and Leveraging SMEs Guide to inspire learning program leaders to extend learning beyond formal learning events and incorporate new tactics into their training programs that shift learning into the “flow of work.”
- Acted as **Learning and Development (L&D) Center of Excellence Contributor** and developed a Learning Implementation Toolkit, performed Functional Learning Consultation for Engineering and IT. Served as the Percipio product owner, coached functional leaders on the ADDIE instructional design methodology, and e-learning course development using Lectora, Articulate 360, and Captivate. Also developed the Cummins L&D Governance approach, and documented dozens of L&D processes, standard operating procedures (SOPs) and work instructions (in ServiceNow Knowledge Management).
- Operated as **Learning Strategy Leader** and provided project and change management leadership on a strategic, multiyear Learning Culture implementation, using AlignOrg Solutions change management methodology and tools.
- Functioned as **Enterprise Competency Learning Process Designer** and developed a framework, tools and ongoing council to analyze annual global competency assessment results and leverage a scaled approach to enterprise competency development.

Senior IT Project Manager

- Served as the **IT Workforce and Training Leader** as part of the IT Talent team ensuring the IT workforce was prepared to meet business needs through the implementation of IT talent initiatives, including:
 - Led the effort to identify the critical IT competencies / skills, map them to global positions and develop job aids to be used by employees and their managers to build meaningful skills-based development plans.
 - Developed an IT Training Governance process to ensure the training being built and/or purchased in the IT Function is compatible with Cummins standards, processes and tools.
 - Coached IT capability owners on instructional design principles and Cummins processes as they build custom e-learning for their areas using Lectora.

- As the **IT Training & Change Management Leader** on the SDLC (Systems Development Life Cycle) Practices team, oversaw training development and organizational change management on the newly standardized tools and processes that Cummins uses to build IT systems. This included:
 - Developed and managed a learning community and documentation repository that housed processes, work instructions and reference materials.
 - Managed the development of four e-learning courses, ten instructor led training courses and over 100 UPK (User Productivity Kit) simulations and job aids.
 - Led the intake process to onboard IT project teams to the new waterfall and agile scrum methodologies, based on the Scaled Agile Framework (SAFe).
- As the **NextGen Training Leader**, led a team of contractors that developed and deployed over 200 hours of instructor led training (ILT), eighteen e-learning courses and over 500 UPK (User Productivity Kit) simulations and job aids on the Distribution Business Unit's Next Gen program, an Oracle 12.1, Siebel CRM 8.1 and Demantra 7.3 implementation.

L BRANDS, INC., Columbus, OH

01/2010-03/2012

Senior Instructional Designer

- Led the revamping of Victoria's Secret Stores' field onboarding programs for over 35,000 new store associates, store leadership teams and district managers in over 1000 stores and 100 districts across the United States.
- Analyzed the needs of over 30 in-store positions, identified curriculum gaps and designed and developed content to fill those gaps with the help of subject matter experts (SMEs).
- Introduced an online assessment survey to test participant's understanding of the content and to gather feedback on their onboarding experience. Over 94% were satisfied with the new program (69% highly satisfied).

ADDITIONAL RELEVANT EXPERIENCE

Senior Instructional Design Consultant, INDEPENDENT CONTRACTOR, Columbus, OH

Training Manager, ASHLAND, INC., Dublin, OH

Senior Consultant 2, THE ABREON GROUP, Columbus, OH

CERTIFICATIONS AND TRAINING

Human Centered Design Certified Practitioner, LUMA Institute

Green Belt Certified, Cummins Six Sigma Training

Project Management Professional (PMP) Certification

Certified Corporate Trainer, Achieve Global Leadership Development

EDUCATION

Master of Science (MS) in Strategic Leadership and Design

UNIVERSITY OF INDIANAPOLIS, Indianapolis, IN

Bachelor of Arts (BA)

BOWLING GREEN STATE UNIVERSITY, Bowling Green, OH