

Kenya Phillips

(678) 457-7845 | www.linkedin.com/in/kenyaphi | [NexusBound Digital Portfolio](#)

PROFESSIONAL SUMMARY

Forward-thinking Learning Specialist with expertise in building scalable learning solutions that align to business and regulatory priorities. Known for developing targeted, behavior-driven experiences that improve decision-making and performance across global teams. Applies a consultative approach to instructional design, by working with stakeholders and subject matter experts to assess needs, define outcomes, and build experiences that support immediate job application. Portfolio includes leadership, compliance, and capability development initiatives. Certified Professional in Training and Development (CPTD) with multiple successful speaking engagements at industry conferences and active participation in the learning community.

SIGNATURE STRENGTHS AND COMPETENCIES

Content Development

- Articulate 360 Certified (Storyline, Rise)
- E-learning, microlearning, hybrid learning, and ILT
- Multimedia Development (Adobe Creative Cloud)

Learning Strategy

- Systems Thinking
- Enterprise Collaboration
- Curriculum Architecture
- Accessibility & Brand Alignment Standards
- Performance & Needs Analysis

Project Management

- Data-Driven Execution
- Stakeholder Engagement
- Global Mindset
- Cultural Fluency
- Strategic Planning
- Resource Allocation

EXPERIENCE

Prudential – Virtual from Atlanta, GA | 40 Hours

Instructional Designer | Enterprise Learning

2025-Present

- Develops scenario-based, interactive learning that drives real-world decision-making and measurable behavior change across global business lines including Group Insurance, Individual Life, and Annuities, Compliance, Leadership Development, etc.
- Leverages artificial intelligence and front-end technologies (JavaScript, HTML, CSS) to accelerate course development, enhance personalization, and create immersive learning assets such as functional chatbots, gamified scenarios, and simulated cyberattacks.
- Advanced skill in Storyline 360, Rise, and PowerPoint; integrates multimedia and emerging tools to elevate learner engagement.
- Apply visual design, motion, and video strategy to create accessible, brand-aligned content that enhances clarity and learner engagement.
- Aligns learning strategies with business outcomes, using evidence-based approaches to optimize effectiveness and scale.

Georgia Department of Human Services – Atlanta, GA | 40 Hours

Instructional Designer | Office of Enterprise Development | 2023 Outstanding Team Award

2022-2025

- Design, develop, and maintain e-learning courses, technical guides, microlearning, job aids, and presentations to achieve learning goals for 9,000 employees across the state of Georgia.
- Utilize LXD principles to design and develop successful and engaging learning experiences.
- Conduct training needs analyses and collaborate with subject matter experts to identify performance gaps and determine appropriate training interventions.
- Apply project management principles to successfully fulfill simultaneous service requests from divisions across the agency.

- Create and maintain online learning environment for professional development courses in MS Teams and the IOTIS LMS.
- Evaluate training programs and make recommendations based on responses from focus groups, service requests, and course surveys to maximize ROI.
- Increase knowledge of agency trainers, curriculum writers, and instructional designers through the facilitation of the Train the Trainer course for over 2 years.

Georgia Department of Community Supervision – Atlanta, GA | 40 Hours

Training and Development Specialist | Training and Professional Development | Management Essentials

2019-2022

- Design training manuals, online learning modules, and course materials for the DCS online LMS.
- Build professional development and compliance courses in Articulate Rise and Storyline 360.
- Decrease Training and Development Specialist duties 25% by automating monthly LMS tasks.
- Create and maintain master course files in Moodle online learning management system.
- Troubleshoot technical issues and provide technical support to learners via Mojo Helpdesk support tickets.

Georgia Department of Community Supervision – Atlanta, GA | 40 Hours

Community Supervision Officer II | DeKalb County Office

2016-2019

- Supervise 200+ probation and parole cases through home visits, office visits, and collateral contacts.
- Monitor compliance with probation and parole conditions and prepare written case progress reports.
- Testify in court or before the Parole Board about compliance and give recommendations.
- Foster positive community relations by building relationships with stakeholders.
- Conduct needs assessments to make appropriate social services referrals.

EDUCATION

Clayton State University, Morrow, GA – *Master of Business Administration- Human Resource Leadership*

Tiffin University, Tiffin, OH – *BCJ- Forensic Psychology*

Oregon State University, Online – *Certificate- Articulate Rise/Storyline*

CERTIFICATION

Certified Professional in Training and Development, Association for Talent Development (ATD) *Certification # 11965650*

CONFERENCE SPEAKING ENGAGEMENTS AND PRESENTATIONS:

ATD Core 4 Conference (2026) – Session Leader

Assessing Without Stressing: Creative Ways to Reimagine Quizzes

Explored innovative assessment methods and AI-enabled approaches for measuring learner capability beyond traditional testing.

Georgia Digital Summit (2025) – Panelist

Modernizing Policies & Processes to Clear the Clutter

Presented approaches for streamlining policies and processes to enable modernization and improve organizational effectiveness.

ATD Core 4 Conference (2025) – Session Co-Leader

Accessible and Engaging Learning Beyond Compliance

Demonstrated practical accessibility techniques and AI-supported methods for creating more inclusive ILT, ILVT, and web-based learning experiences.