

Kenya Phillips

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PROFESSIONAL SUMMARY

With over five years of experience as an Instructional Designer, I am dedicated to creating engaging, learner-centered training that drives results. Expertise includes designing and delivering eLearning courses, training materials, and presentations using proven adult learning methodology. I enjoy leveraging tools such as Articulate Rise, Storyline, Adobe Cloud Suite, Canva, Vyond, and Camtasia to craft impactful learning experiences that enhance knowledge retention. Collaborating with subject matter experts and conducting needs assessments ensures every solution is immediately applicable in employee's real workflow. Proficient in managing LMS platforms for compliance and leadership training. I remain committed to growth as an active member of ATD, pursuing CPTD certification in 2025.

SIGNATURE STRENGTHS AND COMPETENCIES

Content Development

- Articulate 360 Certificate
- E-learning, microlearning, hybrid learning, and ILT
- Multimedia Design in Canva, Adobe Cloud Suite, Camtasia

Adult Learning Theory

- Instructional Design Principles
- Design/Develop Curricula
- Enterprise Needs Analysis
- ADDIE Model Application
- Kirkpatrick Evaluation

Project Management

- Manage Service Requests
- Stakeholder Engagement
- Cross-Division Collaboration
- Strategic Planning
- Resource Allocation

EXPERIENCE

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

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

2022-Present

- 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.
- Conduct research for new course development and update existing courses using ADDIE.
- 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.
- Record & edit Audio using Audacity.

- Supervise 200+ probation and parole cases through home visits, office visits, and collateral contacts.
- Monitor compliance with probation and parole conditions and document interactions.
- Prepare written reports documenting case progress.
- 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.

Clifton Sanctuary Ministries – Atlanta, GA | 40 Hours

Office Administrator | Young Adult Volunteers Program (YAV)

2014-2016

- Screen guest eligibility by analyzing self-reported data about criminal and mental health history.
- Manage over \$100,000 in grant reimbursements for federal, city, and county grants.
- Compile data and create statistical reports to support grant reimbursements.
- Process payroll, and prepare payroll reports, donor reports, and end-of-the-year tax reports.
- Write memorandums of understanding for new partner organizations.

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*

VOLUNTEER PROJECTS:

Board of Directors – Clifton Sanctuary Ministries 2016-2023

Engage in strategic board planning with shelter for men over the age of 35. Help make decisions on operations, policies and procedures, and budgeting. Recruit volunteers and partners. Volunteer serving meals, washing clothes, and completing administrative work.

Program Coordinator – IMBC College and Career Development Program

Founded an interactive program for youth and young adults seeking skills to apply for college and join the workforce. The team escorts students on college tours, gives presentations about what to expect in college and the workforce, and helps students build resumes and application packages for post-secondary programs.