

Nabila Husseni

Learning & Talent Development Specialist · Instructional Designer · LMS Administrator

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I design learning experiences that change how people do their work — not just how they score on a quiz. My background spans enterprise knowledge management at Citi, technical learning design at Ericsson, and instructional design across industries. I bring adult learning theory (B.Ed. foundation), LMS administration, AI-enabled content development, and a genuine belief that the right learning intervention at the right moment can change someone's career. This portfolio shows how I think, what I build, and what results look like.

WHAT I BRING

Core L&D Competencies



Learning Needs Analysis

Performance-consulting approach — identifying root causes before recommending solutions. I ask "what does this person need to do differently?" before designing anything.



Blended Learning Design

Self-paced eLearning, instructor-led workshops, virtual facilitation, job aids, facilitator guides, and microlearning — designed using ADDIE and adult learning principles.



LMS Administration

Workday Learning, Moodle, and enterprise LMS platforms — assigning training, building learning paths, pulling compliance reports, and improving the learner experience.



Learning Analytics

Participant feedback analysis, completion and compliance reporting, Kirkpatrick evaluation, and data-driven recommendations for continuous program improvement.



Facilitation

Soft-skill workshops, leadership development sessions, onboarding programs, and engagement survey debrief facilitation — virtually and in-person for groups of all sizes.



AI-Enabled Development

PORTFOLIO PROJECT 01

Enterprise Onboarding Program Redesign

From Information Overload to Day-One Confidence

ONBOARDING DESIGN

Context: Financial Services Enterprise · Blended Learning · LMS: Workday Learning

The problem: New hires were completing onboarding with low confidence scores and high confusion about their first 30 days. Managers reported spending excessive time re-explaining information that should have been covered in orientation. Completion rates for optional onboarding modules were below 40%.

My approach: I conducted a needs analysis using exit survey data, manager interviews, and a review of support ticket patterns in the first 90 days. The root cause was information volume — onboarding was designed to cover everything, not to prioritize what new hires actually needed to function on day one.

What I built: A restructured blended onboarding program with three phases — Day 1 (must-know essentials), Week 1 (role-specific pathways), and 30-Day (self-directed learning library access). Developed facilitator guides for manager-led check-ins, job aids for the most-asked-about processes, and a Workday Learning pathway with required and recommended content separated clearly.

OUTCOMES

- ✓ New hire confidence scores improved — post-onboarding survey showed increased role clarity
- ✓ Manager re-explanation time reduced — fewer "basics" questions in first 30 days
- ✓ LMS completion rates increased for required modules through clearer pathway structure
- ✓ Program adopted as standard across multiple sites with minor localization adjustments

PORTFOLIO PROJECT 02

Employee Engagement Survey — Design to Action

Turning Survey Data into Leader Conversations

ENGAGEMENT & FACILITATION

Context: Enterprise Organization · Survey Design, Results Facilitation, Action Planning

The problem: Engagement surveys were being conducted, but leader action planning sessions were inconsistent — some teams received meaningful feedback facilitation while others received only a report PDF. Employees reported not seeing change after surveys, which was reducing participation intent in subsequent cycles.

My approach: Partnered with HR Business Partners to design a consistent facilitation model for the results debrief. Created a facilitation guide that gave leaders a structured 90-minute session framework, reducing the variability in how teams processed their results. Developed action plan templates that were specific enough to be useful but flexible enough to reflect each team's context.

What I built: Survey communication templates (launch, reminder, close, results-available), a results debrief facilitation guide with discussion prompts and ground rules, an action planning template with accountability owner fields and 90-day milestones, and a steering committee framework for cross-functional follow-through.

OUTCOMES

- ✓ Consistent facilitation model deployed across all participating teams
- ✓ Action plan completion rates tracked and reported to senior leadership
- ✓ Employee comments on "what will change" improved in post-survey open-text responses
- ✓ Steering committee met quarterly with documented agenda and accountability tracking

PORTFOLIO PROJECT 03

Compliance Training Modernization

From Click-Through to Comprehension

ELEARNING · COMPLIANCE

Context: Regulated Enterprise · LMS-Delivered · SCORM · Knowledge Checks

The problem: Compliance training had high completion rates but low knowledge retention — post-incident analysis regularly showed that employees had "completed" training on the exact policies involved. The training was designed to be completed, not learned.

My approach: Audited the existing compliance modules against the incident patterns. Identified three root causes: passive content presentation, no scenario-based application, and knowledge checks that could be passed by clicking through without reading. Recommended and designed a scenario-first approach where learners encountered realistic situations before seeing the policy explanation.

What I built: Redesigned two compliance modules using scenario-based learning with branching decisions, realistic workplace situations, and consequence-anchored feedback. Developed accompanying job aids for quick reference and facilitated a manager briefing session on how to reinforce the training in team meetings. Configured Workday Learning to require a passing score of 80% before marking complete.

OUTCOMES

- ✓ Knowledge check pass rates improved — fewer learners reaching the retake threshold
- ✓ Manager feedback indicated higher team awareness of the specific compliance scenarios covered
- ✓ Audit-ready completion records maintained in LMS with score documentation
- ✓ Design approach adopted as the template for future compliance module development

PORTFOLIO PROJECT 04

Employee Wellness Program — Mental Health at Work

Building Psychological Safety Through Learning

WELLNESS · FACILITATION

The problem: Employee assistance program utilization was below industry benchmarks. Managers reported feeling unprepared to support team members experiencing mental health challenges. Stigma around mental health conversations was identified as a primary barrier in the most recent engagement survey.

My approach: Designed a two-stream program — one for employees (awareness and self-care) and one for managers (recognition, conversation skills, and referral). Partnered with the EAP provider to ground content in their resources and ensure alignment with clinical guidance. Facilitated a pilot with a volunteer group of managers to test the content and gather feedback before broader rollout.

What I built: A 90-minute manager workshop on mental health conversations (virtual and in-person versions), a 45-minute employee awareness session, a manager quick reference guide for supporting a team member in distress, internal communications for the program launch, and a Workday Learning pathway linking all resources including EAP contact information.

OUTCOMES

- ✓ Manager participants reported increased confidence in recognizing mental health concerns
- ✓ Program content made permanently available in LMS for new manager onboarding
- ✓ EAP provider acknowledged partnership in program design and delivery quality
- ✓ Follow-up engagement pulse showed increased awareness of available mental health resources

HOW I WORK

My L&D Design Approach

1 Diagnose before designing

Every learning problem starts as a performance problem. I interview stakeholders, review data, and identify root causes before recommending a solution. Sometimes the answer is a course. Often it isn't.

2 Design for the learner, not the content owner

Subject matter experts know their content deeply. My job is to understand what the learner needs to do differently — and design the experience around that outcome, not around covering everything the SME knows.

3 Build for the environment it will actually live in

A frontline worker in a manufacturing plant needs different learning than a remote knowledge worker. I design for the real context — including time constraints, technology access, and the competing demands on a learner's attention.

4 Measure what matters

Completion rates tell you people clicked through. I use Kirkpatrick's model to evaluate at the level that matters for each initiative — behavior change and business impact, not just satisfaction scores.

5 Iterate based on evidence

The first version of anything is a hypothesis. I build feedback loops into every program so continuous improvement is built into the design, not treated as an afterthought.

TOOLS & PLATFORMS

L&D Technology I Work With

Workday Learning (LMS)

Moodle

Articulate 360 (Developing)

SCORM / xAPI

Microsoft Teams (Virtual Facilitation)

Zoom

PowerPoint / Google Slides

Canvas

Clouds (Deliv

ChatGPT (Deliv

Genial (Deliv

[Zoom](#)[PowerPoint / Google Slides](#)[Canva](#)[Claude \(Daily\)](#)[ChatGPT \(Daily\)](#)[Gemini \(Daily\)](#)[Kirkpatrick Evaluation Model](#)[ADDIE](#)[Microsoft Office Suite \(Advanced\)](#)[SharePoint](#)[Confluence](#)

"The best L&D professionals I've worked with don't just build training — they build the conditions for learning to happen. That means understanding the business, earning the trust of stakeholders, and being honest when training isn't the answer."

— Nabila's design philosophy, developed across 8 years of enterprise L&D work

CREDENTIALS

Education & Professional Development

Bachelor of Education (B.Ed.) — Adult Learning Foundation · Degree in Digital & Content Marketing, York University (2022) · PGDCA, CDAC · B.Com · WES-Verified International Credentials (2023)

HubSpot: Content Marketing, Marketing Software, Inbound Marketing · Hootsuite: Platform & Social Marketing · Google: Ad Search · LinkedIn Learning: Agile PM, SEO Content Writing, Content Marketing ROI

Ready to contribute from day one.

I bring adult learning expertise, LMS administration skills, and genuine passion for building programs that change how people work. I'd welcome the opportunity to discuss how I can contribute to your L&D team.

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