Laura Levenstein

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Experienced SaaS Learning Experience Designer and Training Manager with a proven track record in designing effective onboarding programs and leading teams. Skilled in driving performance and ensuring successful integration of new hires. Seeking opportunities in Learning Experience Design, Instructional Design, UX Design, and Training.

Core Competencies:

- eLearning Development
- Training Facilitation
- Content Creation
- Scrum Master
- Program Management
- Instructional Design

Ninety, Remote 7/23-2/25

Learning Experience Designer

- Design and develop diverse learning experiences, including eLearning, MicroLearning, and in app NanoLearning, aimed to increase the BOS Software self-implementation rates by 30%.
- Spearheaded collaboration with client-facing teams to develop training content aimed to accelerate trial-to-client conversion by 25%.
- Facilitate software training for new users and executive assistants, highlighting best practices for effective implementation and utilization of the software and leading to a 94% satisfaction rate.
- Established standardized learning workflows, reducing platform adoption time and ensuring consistent learning experience.

Medifast Inc., Baltimore, MD 4/18 – 7/23

Training & Activation Manager 1/23 – 7/23

- Led a high-performing training team, facilitating cross-functional collaboration across operations departments, delivering programs aimed at boosting independent contractor retention by 20%
- Designed and developed targeted workshop proposals targeted to increase participant competencies by 30% and drive a boost in performance metrics among direct sellers.
- Orchestrated bi-weekly training sessions for an organization of 60,000+ independent contractors, achieving a 4.8/5 satisfaction score in post-training surveys. This initiative led to an increase in best practice adoption across the organization.

Training Manager 9/19 – 1/23

- Designed and implemented a high-impact Coach community webinar series, attracting over 5,000 monthly viewers and achieving a 40% increase in engagement. This initiative resulted in an increase of revenue-driving activities and an improvement in business-building metrics among participants.
- Spearheaded a comprehensive interview and analytics process, identifying key training trends among top-performing contractors. This data-driven approach led to the development of targeted strategies that increased overall contractor performance and improved retention rates.

- Orchestrated executive-level reporting on training strategies of top-performing contractors, focusing on Client Acquisition and Coach Sponsorship. These insights contributed to an increase in new client acquisition.
- Fostered cross-functional collaboration for event preparation, optimizing speaker selection and content curation. This resulted in a 95% attendee satisfaction rate, an increase in post-event implementation of success strategies, and an improvement in independent contractor performance metrics within 6 months of each event

Senior Trainer 4/18 – 9/19

- Facilitate New Hire Training for all members of the Client and Business Support Teams
- Develops content for new hire training and ongoing training for members of the Client and Business Support Teams using adult learning strategies
- Assists by observing and coaching all members of the Client and Business Support Teams to ensure a high standard of Customer Experience
- Revises and enhances training content to ensure training is relevant and effective
- Consults with Client and Business Support Team management to identify deficiencies and employee development opportunities
- Develops and oversees production of classroom handouts, instructional materials, aids, and manuals
- Subject Matter Expert on all content including plans, products, processes, and the Integrated Compensation Plan
- Collaborates with outsourced Client Support Team and trainer to ensure training is appropriate, branded, and updated with the most recent information

EDUCATION:

Purdue University August 2019
Master of Education, Learning Design and Technology

Towson University May 2010
Bachelor of Science, Early Childhood Education

LEADERSHIP PROGRAM FEATURE: March 23
Maturn Mothers who Lead Feature
https://www.maturn.com/mothers-who-lead-laura-levenstein/

Online Portfolio
https://lauralevenstein.journoportfolio.com/