

Tiffany Hunt

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PROFESSIONAL SUMMARY

I am an ambitious, creative Learning and Development Professional with a passion for learner experience and content design. I pride myself on being self-motivated with a positive attitude. I have a penchant for professional growth, not just for myself but for everyone I have the pleasure of working with. I enjoy finding innovative ways to motivate and inspire teams and I believe this happens best with their input. I consistently display strong interpersonal skills and a dedication to maintaining strong connections both professionally and personally. I have experience in leading projects/teams, instructional design, learning content creation, and facilitation, and have been recognized at an elevated level for my skills in training and development, technology, and administration.

WORK HISTORY

Learning Success Partner, ProTrans International

August 2022 – Current

- Winner of The Extra Step Award in February 2024. This award is presented to employees who exhibit exceptional efforts and actions in the areas of customer centricity, collaboration, shareholder value, continuous improvement, and leadership.
- Successfully launched the ProTrans New Hire Welcome program. Participants rated this program a 4.65/5 on an anonymous survey.
- Project Lead over the entirety of a quarterly VILT program titled Learning Unleashed which aims to assist participants grow professional development skills.
- Envisioned and launched a full micro-learning library within the LMS which includes micro videos and other learning content related to industry and company basics.
- Developed, piloted and launched an onboarding consultancy program to assist hiring managers in providing new team members a rewarding onboarding experience and integrate into their teams successfully.
- Lead multiple projects incl. a new Leadership Development program department-specific content, etc.
- Provided high-quality training content and facilitated training sessions catered to specialized groups, promoting targeted skill development.
- Advocate for learner experience in all projects and programs, prioritizing learners needs and wants first when analyzing and developing.
- Oversaw LMS operations: setup, appearance, curricula, learning paths, profiles, assessments, and maintaining optimal UX.

Training & Development Specialist, West Virginia Department of Transportation

April 2021 – July 2022

- Curated, developed, and presented ILT/VILT content aligning with program requirements for impactful learning.
- Completed onboarding training for 100+ annual hires, ensuring smooth integration into the organization.
- Spearheaded training program launch at WV DMV, showcasing expertise in driving successful design and facilitation.
- Instituted streamlined department procedures and assessed training program, embedding efficiency through development and design standardization.

Human Resources Coordinator, United Talent Staffing

December 2017 – April 2021

- Coordinated staff technical and personal growth sessions, fostering continuous learning.
- Created and refreshed onboarding content, optimizing new hire experience.
- Educated new hires in essential technology for system access and job completion.

- Front office lead through 2 successful software implementations, showcasing expertise in leadership.
- Revamped and re-introduced a quarterly newsletter, employing instructional design for effective communication.
- Developed a comprehensive SOP binder for on-site and HR roles, outlining processes for enduring clarity.

Co-Manager, Sephora

November 2013 – November 2017

- Strategically advanced 25% of store employees into leadership roles.
- Led store's Sephora University Beauty Classes, including the selection and training of facilitators and coaches.
- Oversaw Custom Makeover (CM) Certification program - certified over 50% of employees to complete CMs.
- Reviewed and edited company training content for optimal small-scale location use.

Sales Manager, Macys

November 2009 – November 2013

- Held #1 department for Macy's Star Rewards Card applications for 8 consecutive months.
- Distinction of District Values Award for Teamwork in 2012.
- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.
- Recruited, hired, and trained department associates to develop into productive team members with excellent product knowledge.

SKILLS

Leadership Development, Train the Trainer, Content Development/Creation, Experience Design, Needs Analysis, ADDIE, Bloom's Taxonomy, Kirkpatrick, Visual Design, SCORM, Training Program Development, Career Development, Project Management, Microlearning, Technical Writing, Classroom Management, Consulting, KPIs, Training Delivery, Presenting, Facilitation, SME Relationships, Onboarding, Learning Technology, Learning Management System (LMS), BrainierLMS, Coursemill, Adobe Captivate, Articulate 360, Articulate Storyline, WordPress, Microsoft Suite, Google Suite, Canva, Social Media, Interactive Engagement Tools, OBS Studio, Greenshot, Clipchamp, Vyond, Powtoon, iSpring

EDUCATION

Associate of Science: Business Management

BridgeValley Community & Technical College – Charleston, WV

- Phi Beta Lambda, President
- Phi Beta Lambda, VP Membership

ADDITIONAL QUALIFICATIONS

Board Membership – Association of Talent Development (ATD), Appalachia Chapter
VP Communications, September 2023 – Current

- Lead chapter to receive a 2023 Champion of Learning Award for efforts related to 2023's Employee Learning Week.
- Worked with the other board members and chapter to meet requirements for both CARE and CARE Plus for 2024. CARE and CARE Plus are benchmarks to be considered a quality ATD chapter.

Certifications

- ATD Trainer Certificate – August 2021
- OSHA 10 Certification – March 2021