

MEGAN PHOENIX

TRAINING & DEVELOPMENT MANAGER | LEARNING STRATEGY | PROGRAM LEADERSHIP

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PROFESSIONAL SUMMARY

Training and Development leader with 10+ years of experience designing, coordinating, delivering, and improving workforce learning across corporate, workforce development, higher education, and early learning environments. Experienced leading complex learning initiatives, partnering with leaders and SMEs, developing scalable curriculum and job aids, administering LMS platforms, facilitating training, and using learning data for reporting and continuous improvement. Master's-educated leader with hands-on people management, operations, process improvement, and cross-functional program experience.

CORE LEADERSHIP & TRAINING CAPABILITIES

Training Strategy & Leadership: Learning roadmaps | Needs analysis | Program coordination | Onboarding | Workforce development | Distributed learning | Continuous improvement

Design & Delivery: Instructor-led, virtual, blended & eLearning | Curriculum development | Facilitation | Job aids | Performance support | WCAG

Operations & Partnership: SME/facilitator coordination | Stakeholders | Vendors | Team leadership | Payroll & scheduling | Process mapping

Technology & Reporting: Workday Learning | Cornerstone | Absorb | Moodle | Articulate 360 | Excel | Visio | TRIRIGA | Training metrics

PROFESSIONAL EXPERIENCE

Procurement & Training / Learning Operations & Process Improvement | LTTS - Intel

Aug 2026 - Present

- Support global training, procurement, and operational programs, coordinating stakeholders, vendors, documentation, learning resources, and cross-functional workflows.
- Create training documentation, job aids, Visio process maps, and workflow diagrams; organize LMS/Checkbook and process resources within global Wiki environments serving thousands of users.
- Support floor and space planning using IBM TRIRIGA and Excel, maintaining planning data, operational records, project and employee timesheets, and reporting.
- Partner with SMEs and internal teams to identify process gaps, standardize documentation, and improve workflow efficiency.

Director of Learning | Elizabeth's In-Home Daycare

Nov 2025 - Aug 2026

- Directed curriculum, learning operations, and business activities for an educational childcare program serving children ages 2-12.
- Led four employees and managed staffing, scheduling, training, payroll, workflow coordination, and operational support.
- Designed curriculum in phonics, alphabet recognition, numbers, literacy, foundational math, and 'Learning Around the World' cultural and geography programming.

PROFESSIONAL EXPERIENCE — CONTINUED

Senior Instructional Designer | RISE Partnership

Feb 2020 - Nov 2025

- Led and coordinated workforce learning initiatives for large, distributed learner audiences, balancing strategy, schedules, resources, stakeholder needs, accessibility, and operational priorities.
- Partnered with leadership, operations, facilitators, and SMEs to design and deliver instructor-led, virtual, blended, onboarding, and digital learning programs.
- Developed curriculum, presentations, job aids, communications, and performance-support resources to promote consistent, high-quality delivery.
- Used LMS and program data to track participation, support reporting and evaluation, monitor execution, and identify continuous-improvement opportunities.
- Managed concurrent learning initiatives across Workday Learning, Absorb, Cornerstone, Moodle, Articulate 360, and related platforms.

Senior Instructional Designer / eLearning Specialist (Contract) | Modis - Blue Shield of California

Jul 2019 - Dec 2019

- Supported enterprise learning and system-adoption initiatives through training materials, communications, facilitation, and coordinated program delivery.
- Partnered with leaders and SMEs to translate changing systems and processes into practical employee resources and consistent learning experiences.
- Facilitated virtual and in-person learning for large employee audiences while adapting delivery to evolving organizational priorities.

IT Specialist / Instructional Designer | University of Hawai'i at Manoa - Academic Technologies

Aug 2009 - May 2012; Jan 2015 - Dec 2017

- Coordinated and delivered technology-enabled training for faculty, staff, and academic audiences, supporting instructional consistency and learner experience.
- Produced presentations, documentation, digital media, and learning resources while partnering with diverse stakeholders and SMEs.
- Translated technical processes into clear training and performance-support resources.

TECHNOLOGY

Workday Learning | Cornerstone | Absorb | Moodle | Articulate Storyline / Rise / Review 360 | Camtasia | Adobe Creative Suite / Acrobat | PowerPoint | Excel | Visio | IBM TRIRIGA | HTML / CSS / JavaScript | SCORM / xAPI

EDUCATION

University of Hawai'i at Manoa — Master's, Online Learning & Technology Communication, GPA 3.91 | 2015-2017

University of Hawai'i at Manoa — Bachelor of Arts, Communication, GPA 3.61 | 2009-2012