

# MEGAN PHOENIX

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## PROFILE

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Learning & Development leader with 10+ years of experience designing and delivering leadership, supervisor, and employee development programs across distributed, operationally complex organizations. Known for building trusted relationships with leaders and frontline teams through strong presence, listening, and practical, site-relevant learning solutions. Proven ability to assess needs, design scalable development programs, and continuously improve training effectiveness through data, feedback, and performance metrics. Passionate about people development, continuous improvement, and aligning learning initiatives with real-world operational priorities.

## PROFESSIONAL SKILLS

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- Leadership & Supervisor Development
- Employee Training & Workforce Enablement
- Instructional Design & Curriculum Development
- Training Needs Assessment & Program Strategy
- Instructor-Led, Virtual & Blended Learning
- Coaching, Mentorship & People Development
- Operational & Frontline Learning Alignment
- Program Evaluation & Continuous Improvement
- LMS Administration & Learning Analytics
- Stakeholder & Cross-Functional Collaboration
- Learning Management Systems (LMS): Absorb, Workday Learning

## EDUCATION

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| <b>Univ. of Hawai'i at Mānoa</b><br>Master's Online Learning and Technology Communication,<br>Minor Spanish (GPA 3.91) | <b>Aug. 2015 - May 2017</b> |
| <b>Univ. of Hawai'i at Mānoa</b><br>B.A. Communication, Minor Spanish (GPA 3.61)                                       | <b>Aug. 2009 - May 2012</b> |

## PROFESSIONAL EXPERIENCE

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| <b>Elizabeth's In-Home Daycare — Director of Learning</b> | <b>Nov. 2025 - present</b> |
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- Serve as Director of Learning for a State of Oregon licensed childcare program, ensuring compliance with regulatory, safety, and quality standards.
  - Designed and implemented a comprehensive curriculum using the Experience Curriculum, enhanced with original learning content under the Little Phoenixes program.
  - Developed age-appropriate learning pathways for children ages 6 months through 12 years, supporting cognitive, social-emotional, and behavioral development.
  - Applied instructional design and assessment principles to create structured learning environments, routines, and reinforcement strategies.
  - Evaluated program effectiveness through observation, documentation, and developmental milestones to drive continuous improvement.
  - Built a safe, inclusive, and high-trust learning environment through consistent routines, clear expectations, and empathetic leadership.
  - Integrated safety protocols, compliance requirements, and developmental best practices into daily learning routines to ensure consistency, accountability, and child well-being.
  - Partnered closely with families to communicate learning goals, progress, and developmental milestones, strengthening trust and engagement.

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## PROFESSIONAL EXPERIENCE

### **RISE Partnership — Program Manager / Sr. Instructional Designer** **Feb. 2020 - Nov. 2025**

- Partnered with leadership and operations teams to assess learning needs and design development programs aligned with organizational priorities.
- Designed and delivered instructor-led, virtual, and blended learning supporting supervisor effectiveness and employee readiness.
- Built structured learning pathways, onboarding programs, and reinforcement strategies to support long-term performance improvement.
- Coordinated training logistics, schedules, materials, and communications for large, distributed audiences.
- Evaluated training effectiveness using surveys, participation data, and performance metrics to inform iterative improvement.
- Maintained training records and reporting to support leadership visibility and future leader development.
- Led cross-functional collaboration with SMEs, operations, and leadership to balance learning quality with business constraints, timelines, and resources.
- Applied data-informed decision-making to prioritize enhancements, scale programs, and improve learner engagement and outcomes over time.

### **Modis – Blue Shield of California (Contract)** **July 2019 - Dec. 2019** **Senior Instructional Designer / eLearning Specialist**

- Designed and implemented employee development programs supporting enterprise workflows and operational consistency.
- Collaborated with leaders and subject matter experts to ensure learning content reflected real-world application.
- Built learning pathways, simulations, and job aids to reinforce confidence and performance.
- Facilitated virtual and in-person training sessions across diverse audiences.
- Supported change initiatives by aligning training content with evolving systems, processes, and organizational priorities.
- Ensured consistency, accessibility, and learner usability across digital learning assets and delivery methods.

### **University of Hawai'i at Mānoa – Academic Technologies** **Jan. 2015. - Dec. 2017** **Information Technology Specialist / Instructional Designer** **Aug 2009 - May 2012**

- Designed and delivered training programs supporting performance, engagement, and technology adoption.
- Facilitated in-person and virtual learning sessions.
- Developed documentation and training resources to support long-term learner proficiency.
- Collaborated with diverse stakeholders to support technology adoption and instructional consistency across academic departments.
- Provided consultation and ongoing support to improve instructional effectiveness and learner experience.