

JENELLA DOVER

SENIOR INSTRUCTIONAL DESIGNER

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Detroit Metropolitan Area



ABOUT ME

I am an enthusiastic and highly motivated Senior Instructional Designer with almost 15 years of progressive experience in instructional design, technology, and training. I enjoy learning new training models and always look for opportunities to enhance my knowledge on new methodologies in the learning design community, as well as maintain processes and procedures to ensure efficient and effective operations for users.

EDUCATION

2018 - 2020

Bachelor's of Science in Learning Design & Technology

Wayne State University

Institutional Honor: Summa Cum Laude

2017 - 2018

Associates in Liberal Arts

Schoolcraft College

CERTIFICATION

Lean Six Sigma Yellow Belt

SKILLS

Articulate 360 Suite

Adobe CC Suite

Microsoft Office

Vyond Video

Learning Pedagogies

Mentoring

INTERESTS

Reading Novels

Knitting & Crafting

Listening to Podcasts & Music

Collecting and Making Stained Glass

WORK EXPERIENCE

Ally Bank, Detroit MI

Senior Instructional Designer

Jul 2022 - Present

- Create, modify, & deploy unique & engaging instructional design materials, both collaboratively and independently.
- Manage projects from beginning of life to end of life.
- Work with leadership, stakeholders, & SMEs to determine proper training modalities.
- Measure & communicate the success of trainings to evaluate learners' performance.
- Create and curate content to rollout Microsoft Copilot company wide.
- Mentor and share knowledge with peers on software and best learning practices.
- Conduct needs assessments to identify root cause and provide training and non-training recommendations.

Quicken Loans to Rocket Central, Detroit MI

Senior Instructional Designer

Jun 2020 - Jul 2022

- Create, modify, & deploy unique & engaging instructional design materials, both collaboratively and independently.
- Effectively incorporate client feedback into materials.
- Work with leadership, stakeholders, & SMEs to determine proper modalities & deployment strategy.
- Contribute to the growth of the team by mentoring peers, providing feedback, and sharing knowledge.
- Conduct needs assessments to identify root cause and provide training and non-training recommendations.

Ave Maria Foundation, Ann Arbor MI

IT Support Specialist

Jun 2017 - Jun 2020

- Helped to create new on-boarding training, as needed, for HR department.
- Assisted in initial set up of four company Google sites: Ave Maria HR, Domino's Farms Chapel, Domino's Farms Fitness Center & Ave Maria Foundation.
- Set up new user accounts, computers, email accounts and phones.
- Assisted in day to day IT and Telecom requests that are submitted.
- Ran telecom billing on a monthly basis.

PERRIGO, Allegan MI

Quality Assurance Master Trainer

Jun 2010 - Dec 2016

Nov 2013 - Dec 2016

- Served as SME on best practices and state of the art training delivery methodologies, curriculum development etc.
- Designed and conducted site training program to meet FDA compliance goals, meet Lean Six Sigma development needs, and supported operational excellence initiatives.
- Worked on cross-functional projects which supported product operations as well as quality and compliance FDA standards.
- Prepared training design plans including the method, media, and documentation to be presented. Lead large & diverse group training sessions. Conducted follow up to determine applicability of course material.
- Conducted orientation, on-boarding and training of new hires in QA and disseminated information on the updated procedures and policies to all employees applying multiple adult learning styles.
- Coordinated with managers for the schedule of training and testing.

Shift Trainer

Apr 2012 - Nov 2013

- Delivered high quality and effective learning products, programs, and services that provided functional knowledge for site staff to achieve a high level of performance.
- Maintained shifts compliance with procedures through the LMS.

Packaging Specialist & Area Trainer

Jun 2010 - Apr 2012

- Worked on FDA regulated production lines to receive, package, and label products.
- Trained fellow employees on the correct procedures, as per the FDA regulated SOPs.