

# KRISTIN MARROLETTI

## LEARNING & DEVELOPMENT EXPERT

### SUMMARY

Accomplished, innovative, and highly organized learning solutions leader with over 10 years of experience in both corporate and higher education environments. Strong balance of project management and instructional design background, with a proven history of designing and implementing results-driven training and learning programs that improve performance success. Extremely proficient leader who can manage simultaneous projects in fast-paced environment (in-person, virtual, and hybrid), with exemplary communication skills.

### PROFESSIONAL EXPERIENCE

March 2023-Present | Cradlepoint (Part of Ericsson), Remote  
**Manager, Learning Content**

Manages team of instructional designers and prioritizes projects based on strategic company objectives and needs.

- Implemented new microlearning initiative and enabled development of comprehensive catalog of branded microlearning assets
- Oversees all on-demand training development on company products and solutions, for both sales and technical audiences
- Collaborates with cross-functional teams and stakeholders to maintain alignment on learning development initiatives

March 2022-March 2023 | Cradlepoint (Part of Ericsson), Remote  
**Program Manager, Learning Content**

Optimizes efficacy and efficiency of training development for customers, channel partners, and internal employee audiences. Manages team of instructional designers and prioritizes projects based on strategic company objectives and needs.

- Built and implemented new end-to-end development process, from request forms in project management platform (Asana) to development templates and communication plans to stakeholders
- Maintained quality and consistency across all professional certification programs
- Communicated new learning content launches across business organization

### CONTACT

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### EDUCATION

**Industrial/Organizational Psychology, M.A.**  
Western Michigan University

**Psychology, B.S.**  
James Madison University

**Certified Project Management Professional (PMP)**  
2018-Present

### AREAS OF EXPERTISE

Adult Learning Methodologies  
Process Improvement  
Project Management  
Instructional Design  
Training & Development  
Instructor Led Training  
Technical Writing

August 2018–February 2022 | The CE Shop, Remote

### **Instructional Designer**

Designed, created, delivered, and supported a broad range of instructional design solutions based on proven design methodologies. Managed concurrent projects and led talented cross-functional project teams in developing and delivering customized courses and content.

- Collaborated with cross-functionally with SMEs, editors, graphic designers, and other curriculum team members to ensure thorough, accurate delivery of course material
- Acted as project manager and course owner for mortgage and real estate education verticals, including creating course objectives and outlines, reviewing and approving design plans, supporting other instructional designers, ensuring content alignment with state requirements, and building courses in a proprietary LMS system
- Successfully developed and delivered instructional design solutions for professional licensing education, using adult learning theory strategies

March 2015–June 2018 | Obsidian Network, Durango, CO

### **Director, Operations**

Utilized the Kirkpatrick model to implement processes and training in a fast-paced start-up environment to help employees successfully meet organizational objectives.

- Provided leadership and training for day-to-day operations of a financial technology company, including marketing strategy, customer support, and ongoing community relations.
- Managed a marketing team to create a cohesive, effective series of promotional materials for product development.
- Onboarded new hires and conducted training for all employees on specialized job tasks, company processes, and software.
- Organized procedures and processes for launching new community programs

June 2014–February 2015 | OnCourse Learning, Atlanta, GA

### **Instructional Designer**

Employed the ADDIE process to plan, design, develop, implement, evaluate, and support online training courses.

- Collaborated with SMEs to develop eLearning courses for adult learners in the areas of real estate, appraisal, and home inspection.
- Led expansion and improvement of course quality.
- Generated assessment and exam questions to effectively meet training objectives and to measure learning success.