

Solange K. Jacques

678.308.3339 | SKJacques@outlook.com | Interactive Resume: www.SolangeJacques.com

Proficiencies & Skills:

- Project Management
- Instructional Design
- SharePoint Building & Maintenance
- LXP Curation
- Learner Persona Development
- Systems Administration
- Automation Development
- Process Optimization
- Workplace Productivity
- Vendor Management
- Negotiations

Key Accomplishments:

- Independently launched the Workplace Productivity & Professional Upskilling Channels with over 90 learning programs collectively
- Negotiated 1 year of complimentary Workplace Productivity Live Trainings with a preferred supplier resulting in a \$450,000 cost avoidance
- Strategized and launched Professional Upskilling Lunch & Learn Series leveraging internal SME expertise to meet an in-demand need
- Optimized the Professional Spend Request process to improve efficiency and gather learning data analytics that improve the learning strategy

Education:

Georgia State University

Master of Science in Instructional Design and Technology, *Anticipated Graduation May 2026*

- Relevant Coursework: Evaluation of Online Learning, Adoption of Technological Innovation, eLearning Design & Development

Georgia State University

Bachelor of Arts in Communications, Minor in Real Estate, Graduated May 2018

- Relevant Coursework: Digital Communication, Interpersonal Communication

Georgia State University

Associate of Arts in Communications, Graduated May 2018

Summary: Dynamic and results-driven Learning and Development professional with extensive expertise in operations management, program development, program maintenance, and content curation in Learning Experience Platforms (LXP) and Learning Management Systems. Adept at strategizing, leveraging data analytics, executing strategic initiatives, and managing vendor relationships to drive organizational success. Demonstrates a strong ability to quickly adapt to new systems and technologies, delivering innovative and high-impact learning solutions. Passionate about identifying and streamlining inefficiencies using automated technology, significantly improving processes and operational effectiveness. Proven track record in process improvement initiatives that enhance productivity and reduce costs.

Professional Experience

Global Professional Development Leader

Johnson & Johnson | J&J Learn

Feb 2023 - Present

- Lead the strategy and execution for Professional, ensuring alignment with organizational goals and driving impactful learning initiatives.
- Lead the strategy, curation, launch, and maintenance of content across four key channels: Workplace Productivity, Professional Upskilling, Project Management, and Change Management
- Independently blueprint the optimized spend request process for Professional Practice and gather data analytics to inform and refine strategic approaches, enhancing decision-making and resource allocation.

Strategy & Innovation Manager

Johnson & Johnson | J&J Learn

Aug 2022 - Feb 2023

- Developed standards and governance frameworks for the Learning Experience Platform (LXP) to ensure consistent quality and alignment with organizational goals and conducted comprehensive quality assurance checks of content inventory before finalizing channel designs.
- Onboarded various business units to the LXP, guiding them through the integration process and ensuring a smooth transition while collaborating with stakeholders to design and implement effective learning strategies that optimized the use of the LXP.

Senior Instructional Designer

Johnson & Johnson | MedTech

Feb 2021 - Aug 2022

- Developed comprehensive hip joint instructional content and successfully loaded it onto the Summit platform.
- Created and maintained the Instructional Design Hub SharePoint that served as a central hub for standards, guidelines, and resources for instructional designers.

Instructional Designer

Gwinnett County Government

Nov 2018 - Feb 2021

- Managed the Learning Management System (LMS), created engaging e-learning content, and conducted comprehensive learning needs analyses to develop effective training programs.

Training Supervisor

Epic Healthcare Systems

Apr 2014 - Nov 2018

- Scheduled and coordinated over 150 training sessions annually, organizing training locations, resources, and equipment, and ensuring trainers were assigned and resources were allocated efficiently.
- Coached and mentored a team of 10 trainers on effective training methodologies and best practices to enhance training delivery.

Systems Trainer

Chick-Fil-A Corporate

Jan 2013 - Apr 2014

- Conducted comprehensive systems training sessions for all staff, ensuring effective use of company technology.
- Developed user-friendly training materials and resources, enhancing staff proficiency and productivity.
- Provided ongoing support and troubleshooting to staff, resolving technical issues promptly.

Systems Admin

National Football League

May 2011 - Jan 2013

- Managed and maintained the LMS for optimal performance, user accessibility, and data integrity for 2,000+ users globally.
- Conducted regular system audits and troubleshooting to promptly resolve technical issues and minimize disruptions.