

KayLee Klimchak

I/O Psychologist/Learning and Development Leader

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Professional Summary: I/O Psychologist and leader in the adult learning space with over 10 years of experience in instructional design, adult education, and eLearning creation. Highly motivated and innovative, I create meaningful learning content that meets learners where they are and helps them grow to reach their full potential. Proven track record of increasing personal and company goals through strategic development, engaging training programs, and seamless implementation of learning solutions.

Work Experience:**Learning and Development Manager | CSI Companies**

2022-present

- Spearheaded a comprehensive learning and development strategy, increasing employee engagement.
 - Partnered with leadership to align learning initiatives, resulting in improved employee performance.
 - Conducted training needs assessments, reducing skill gaps through targeted development programs.
 - Efficiently managed a significant learning and development budget, achieving cost savings.
- Led the design and development of multiple training programs, enhancing knowledge retention.
 - Applied ADDIE model to create e-learning programs, increasing course completion rates.
 - Facilitated numerous training sessions, workshops, and seminars, achieving high satisfaction scores.
- Managed a team of Learning and Development Specialists and Instructional Designers, fostering professional growth.
 - Provided guidance, mentorship, and support for professional development within the team.
- Implemented a new Learning Management System (Workday Learning), ensuring seamless user experience.
 - Developed assessment tools to measure training effectiveness and gathered participant feedback.
 - Acted as a business partner providing elevated client support.
- Developed and managed CSI University, an e-commerce learning platform.
 - Created immersive learning content for risk adjustment coding courses.
 - Partnered with sales to design client-facing web pages.

- Collaborated with Subject Matter Experts to deliver training content for clients and individuals seeking CRC through CSI's RACTA program.

Training Consultant | Main Street America Insurance

2018-2022

- Designed and delivered comprehensive Salesforce curriculum, improving CRM user adoption.
- Managed Saba LMS, ensuring high uptime and seamless user experience.
 - Curated and managed training content, increasing training completion rates.
- Administered annual compliance training, achieving 100% completion.
 - Implemented new hire compliance training, reducing onboarding time.
- Facilitated numerous internal training sessions, achieving high satisfaction scores.
- Developed reference materials, enhancing procedural compliance.
- Created programming aligned with company initiatives, increasing employee engagement.
- Managed Summer Internship program, leading to high intern retention rates.
 - Collaborated with HR to identify intern needs and optimize placement.
 - Developed resources for managers, improving intern productivity.
 - Conducted managerial orientations, enhancing intern satisfaction and engagement.
 - Designed e-Learning modules and virtual challenges, increasing intern skill acquisition.

Administrative Assistant | UF Health Proton Therapy Institute

2016-2018

- Implemented a patient delay tracking tool, reducing delays and improving patient satisfaction.
 - Conducted seminars and authored user guides, enhancing tool usage and compliance.
 - Administered Quality and Safety tools, improving safety compliance.
- Developed learning content for Quality and Safety, leading to a reduction in incidents.
 - Conducted quarterly safety sessions, increasing awareness and adherence to safety protocols.
- Trained on facility expansion projects, ensuring smooth transitions and operational efficiency.
 - Curated content for CEO presentations, enhancing communication and decision-making processes.

Team Training Manager | ADT Security Services

2013-2016

- Instructional Design for National Sales Center
 - Curriculum development for small business sales including: Sales Training via
 - ILT, online learning module for supplemental touchpoints, and system quick
 - reference guides
 - Process flow charts for the new sales department
 - Sales 101 Training; participant guide and facilitator guide
 - Rollout of Salesforce for all employees nationwide
 - Created online e-Learning modules for the new CRM
 - Partnered with vendors to create instructional videos on processes
 - Designed user manual for all departments
 - Worked with 3rd party vendors to establish ADT principles and workforce
 - Travelled to several locations to establish a baseline of training expectations
 - for the 3rd party companies and T3 meetings on continuation or
 - performance.
 - Created and maintained appropriate documentation regarding site
 - management, monitoring visit findings and action plans by submitting regular
 - visit reports, generating follow-up letters and other required documentation
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Education:

- **BS Athletic Training**
University of North Florida (2008-2012)
 - **MS Industrial/Organizational Psychology**
Capella University (2022- 2024)
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Skills:

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|------------------------|-------------------------|-------------------------|
| • Instructional Design | • Curriculum | • FsPRO and DocuTools |
| • Learning Management | Development | • Adobe Captivate, |
| System (LMS) | • ILT/VILT | Illustrator, Photoshop, |
| Administration | • Compliance Training | AfterEffects |
| • Saba, Cornerstone, | • Technical Writing | • Audacity |
| Absorb, Triliant, | • Customer Relationship | • Canva |
| Workday Learning | Management (CRM) | • Vyond |
| • Project Management | • Team Leadership | • Qualtrics |
| • Change Management | • Camtasia/Snagit | |
| • Needs Assessment | • ADDIE Model | |
| • Data Analysis | • MS Office Suite | |
| | • Articulate Suite | |