

Margie DeBroux

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SUMMARY

- Instructional designer with skills in evaluation/analytics, teaching persons with disabilities, and career counseling.
- Adapts to a variety of environments, topics, instructional media and methods, and industries.
- Designs learning for job application through business objective alignment, real life scenarios, and follow-up activities.
- Skilled in process, competency, and learning path mapping; inclusive design; and data collection, analysis, and visualization.
- Exceeds client expectations by being attentive to detail and explaining complex concepts simply.
- Facilitates collaborative client, SME, and team relationships by synthesizing diverse perspectives to achieve goals.

EDUCATION

PhD, Instructional Systems, Florida State University, Tallahassee, FL, 2007

Effect of Guided Questioning Prompts on Achievement, Self-Regulation, and Self-Efficacy in Biology for Non-Majors Class

MS, Instructional Systems, Florida State University, Tallahassee, FL, 2000

BS, Special Education, Minor in Art, Brigham Young University, Provo, UT, 1993

PROFESSIONAL EXPERIENCE

MEASURED LEARNING BY DESIGN, President and Learning Consultant, Atlanta, GA **12/09-Present**

- Develop ILT, V-ILT, eLearning, and paper-based job aids and manage portfolio for multiple lines of business.
- Consult about organizational development survey design and program data analysis.
- Conduct individual interviews and present data visualization for assessing employee competency, interests, and skill gaps.
- Mentor graduate assistant in designing online asynchronous course about careers in the specific field.
- Work with cross-functional team to map new team's business processes and document steps for employee learning materials.
- Redefine business processes to streamline operating logistics.
- Incorporate inclusive universal design to accommodate vision, technology, and reading abilities.
- Evaluate learning management systems and off-the-shelf Web-based training.

Clients

- | | | |
|---------------------------------|---|--|
| • Assurant Specialty Properties | • Cox Communications | • Nelius Strategy Consultants |
| • AT&T Learning Services | • DeBroux Auto Recovery, Tampa, FL | • Quality Coaching Company |
| • Brooks Consultants | • Emory Continuing Education – Corp. Learning | • SunTrust Banks (now Truist) |
| • Converging Solutions | • Interactive Advantage Corporation | • The Home Depot Online Contact Center |

ROI Institute, Independent Consulting Associate **6/19-Present**

- Conduct presentations about ROI Methodology. Teach course about survey design. Coach certification course participants.

INTERNATIONAL COACHING FEDERATION **3/22 – 8/23**

Department of Diversity, Equity, Inclusion and Belonging, Manager of Diversity Learning and Data **5/23-8/23**

- Facilitate reporting of demographic data on annual member survey and track progress of organizational DEIB goals.
- Worked with subject matter expert to develop workshop about coaching clients with disabilities.
- Recruit, select, and onboard team of volunteers to assist chapters in developing and implementing diversity goals.

Department of Diversity, Equity, Inclusion and Belonging, Diversity Learning and Data Consultant **3/22-4/23**

- Analyze diversity audit data including coding qualitative data and oversee development of white paper.
- Develop surveys and create visualization, including interactive dashboards, of large survey data sets, focus groups, and interviews.

UNITED PARCEL SERVICE (UPS), ATLANTA, GA **6/10-11/12**

U.S. Small Package Training and Development, Instructional Design Supervisor **3/11 – 11/12**

Led redesign of job-specific training impacting 92% of inside employee new hires from an instructor-led workshop to a blended approach, with experiential activities and incremental follow-up checkpoints. Managed internal team and external vendors.

- Reduced the time new hires spend in training by 30% and cost to deliver training by 38%.
- Pilot sites demonstrated 60% turnover reduction over 6 months during the same period as previous year.
- Pilot results include anecdotal observations of better performance during the ramp to proficiency phase.

Corporate Learning and Development, Instructional Design Specialist **6/10 – 2/11**

- Developed measurement strategy for the Training Development Department.
- Mapped 9-day workshop content with job-specific competencies/skills that became part of business case to C-suite.
- Led team in developing evaluation plan for 9-day workshop, Level 2 assessments, and Levels 1, 3, and 4 surveys.

INTERNATIONAL BUSINESS MACHINES (IBM), Atlanta, GA **5/05 – 12/08**

IBM Center for Learning and Development, Process Consultant Volunteer **9/08 – 12/08**

Documented processes for the transformation of enterprise-wide career management tool for learning roadmaps.

Corporate Human Resources, Global Learning Measurements Advisor

11/06 – 12/08

Managed enterprise survey tool to obtain and analyze ~ 250,000 yearly submissions of learner feedback related to Levels 1-4 evaluation. Worked with learning programs to develop learning measurements plans and interpret learner feedback data.

- Reduced annual costs (~ \$250,000) by driving transfer of maintenance from contracted to internal team.
- Increased Measurements team productivity by 13% and end user self-sufficiency with wiki and facilitating V-ILTs.
- Directed 2 migrations by coordinating development team activities and conducting user acceptance tests.
- Exceeded client expectations for responsiveness and ability to explain difficult concepts.

Global Business Services, Senior Learning Consultant

5/05 – 11/06

Documented business and system processes for the implementation of enterprise-wide learning management system (LMS). Analyzed system documents, developed use cases, and configured system to align with requirements gathered in stakeholder meetings. Managed user acceptance testing. Conducted classroom train-the-trainer sessions.

- Exceeded client expectations for attention to detail and consistency in documentation.

FLORIDA STATE UNIVERSITY (FSU), Tallahassee, FL

1/99 – 5/05

Career Center, Career Advisor/Instructor/Researcher

Evaluated effectiveness and accessibility of university-created online student career portfolio. Researched competency model development processes. Provided 1-on-1 consultations with drop-in clients. Co-taught undergraduate career development class. Coordinated career center workshops for a university orientation program.

Learning Systems Institute (LSI), Instructional Designer

- Designed electronic performance support system to aid military course developers to compile Evaluation Levels 1-3 data and view corresponding improvement recommendations.
- Conducted needs assessment for a tool to streamline job-specific certification process and learning pathways.

Department of Educational Research**University Project Manager for Multi-University Team for AECT (Association of Educational Technology and Communication)**

Coordinated activities with 2 other major universities and managed work of local graduate assistants to develop “model” lesson plans to aid pre-service teachers in integrating subject-based technology into lessons. FSU’s template was selected for all teams.

Teaching Assistant: Assisted professor with teaching asynchronous Web-based doctoral level instructional design course.

Research Assistant: Developed and validated survey to measure pre-service teacher self-efficacy to teach diverse populations.

Service-Learning Projects: Examine local workforce development board efforts in helping people with disabilities become employed, performance systems analysis of state bureau’s recruitment and selection process.

Office of Distributed and Distance Learning, Web Course Designer and Technology Specialist

Converted courses from face-to-face to asynchronous Web-based. Provided content and technology support.

FLORIDA CENTER FOR INTERACTIVE MEDIA, Tallahassee, FL

5/99 – 8/00

Production Assistant: Develop online materials for K16 public education.

TAYLOR COUNTY SCHOOLS, Perry, FL

9/94 – 5/98

Resource Teacher: 3rd-5th Grade students with Varying Disabilities. Member of school’s Career Awareness committee.

WASATCH COUNTY SCHOOLS, Heber City, UT

8/93 – 5/94

Resource Teacher/School to Work Transition Coordinator: 9th-12th Grade students with Mild/Moderate Disabilities.

CERTIFICATIONS

Level 1 Gamification Certificate, Sententia, Austin, TX, February 2021

Business Intelligence Certificate, Emory University, Atlanta GA, March 2020

ROI Certification, ROI Institute, Birmingham, AL, 2012

Certificate Coursework, Global Career Development Facilitator, Lengel Associates, Columbia, SC, 2009

GCDF Project: Employment and Career Advancement of People with Disabilities

ASSOCIATIONS/VOLUNTEER**Diversity Architect Framework™, Atlanta, GA**

6/24-Present

- Advisory Board Member

Association of Talent Development, Greater Atlanta Chapter

12/18-Present

- Associate Vice-President of Communities of Practice (CoP) (2021), Award: Chapter Rising Leader 2021

Toastmasters, Articulate Delivery (UPS), Atlanta, GA

6/10 – 11/12

- Chapter Secretary (7/12-11/12), Award: Most Improved Speaker (6/12)

SKILLS**Microsoft:**

- Office Suite (Word, PowerPoint, Excel)
- Productivity (Visio, SharePoint, Teams, Project)

eLearning Creation: Articulate Storyline, Rise; Adobe Captivate; Camtasia; dominKnow**Survey Tools:** Survey Legend, Articulate Quiz Maker**Analytics:** SQL, Power BI, Qualtrics, Cognos, SPSS**Virtual Instructor Led:** Zoom, WebEx, Remo**Technical Documentation:** Information Mapping**Learning Management Systems:** Kajabi, Saba**Online Course Systems:** Blackboard, Canvas