

VINEETA MAGOO

Learning Experience Design Architect | Learning Enablement Leader | Training Evangelist

CONTACT

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SUMMARY

Creative and dynamic leader with 20+ years of successfully designing and implementing strategic and effective high-impact learning programs at various organizations to maximize adoption, organizational development and performance improvement. A learning strategist specializing in designing engaging and immersive learning experiences that improve workforce performance and influence behavioral change. Acknowledged with industry accolades and substantial cost-saving initiatives.

EDUCATION

MBA - Benedictine University, IL (4.0 GPA) with Sigma Beta Delta honors

MS - University of Pune, India

PMP - Completed PMP Certification Training Boot Camp

Miller Heiman® Certified Subject Matter Expert

SKILLS

- Build effective teams
- Craft Learning Strategies
- Learning Needs Analysis
- Training Development
- Performance Management & Evaluation
- Adult Learning
- Leadership Development
- Change Management
- Strategic Planning & Integration
- Sales Enablement
- Executive Coaching
- Project & Program Management
- HR Systems Alignment
- Hiring and Recruitment

Senior Learning Experience Architect and Learning Design Consultant

CLIENTS: US FOODS, MERCER, JUNIPER, OPERATIONSMILE

OCT 2021 - PRESENT

- Developed a strong onboarding program at US Foods, including eLearning and on-the-job training for new hires' first 30-60-90 days, enhancing their experience, while reducing the new hire ramp-up time.
- Won the 2023 Gold Brandon Hall Group HCM Excellence Award in the category of Learning and Development for OperationSmile.
- At each of the clients:
 - Design comprehensive curriculums and create learner-centered training materials in various formats (synchronous remote, blended classroom, e-learning, videos, job aides) using ADDIE and SAM methodologies.
 - Utilize tools like Articulate Rise, Storyline 360, Adobe Captivate, Camtasia and external tools like Mentimeter and QStream to design robust and interactive training, enhancing learner retention and on-the-job efficiency.
 - Collaborate with SMEs and stakeholders to analyze needs and current gaps and then design and craft procedures for targeted learning solutions.
 - Provide performance-focused recommendations and employ diverse learning strategies for skill enhancement.
 - Program and project manage the full project lifecycle using effective ISD models (ADDIE, SAM and Agile) based on different client needs.
 - Ensure consistency across teams and training materials and ensure training programs run efficiently on different client LMS systems (Workday Learning, Cornerstone, LearnUpon)

Manager, Learning Experience Design (LXD) | Global Sales Enablement

SABRE - SOUTHLAKE, TX

AUG 2017 - SEPT 2021

- Rolled out a new LMS within 2 months of joining, serving 4000+ users and gaining cross-unit popularity.
- Won SAP Litmos awards for top Sales Training Program two years in a row.
- Earned internal Sabre Superheroes award for historic certification program implementation.
- Nominated for Best Work Award for rapid, effective cross-functional training and collaboration.
- Managed and coached internal instructional design team for Sales Enablement, optimizing training content creation for Sales Methodology, Product, Solutions, Tools, etc. Internal team setup saved over 200K annually vs. third-party vendors.
- Collaborated with leaders, SMEs, and partners to shape training strategies, roadmaps, and project plans aligned with goals.

TECHNICAL PROFICIENCIES

- Articulate Suite of Products (360, Rise, Storyline)
- Adobe Suite of Products (Presenter, Captivate, Photoshop, Illustrator, Dreamweaver, Premier Pro, Acrobat, Fireworks, Flash, InDesign)
- TechSmith Suite of Products (Camtasia, SnagIt)
- Microsoft Office Tools (including SharePoint, Teams)
- Content Management Systems (CMS)(WordPress)
- Learning Management Systems (LMS)(Litmos, SumTotal, LearnUpon, Workday Learning, Cornerstone)

- Established standards, templates, and solutions, streamlining processes, reducing rework, and shortening development time.
- Developed best practices for sales enablement, training, and assessment, and coached team for effective training delivery.
- Orchestrated efficient delivery methods in line with stakeholder needs, budgets, and resources.
- Ensured quality training within time and budget, implementing innovative sales training methods and KPIs for evaluation.
- Designed sales curriculum for consistent approach across the organization.
- Managed project reporting, SharePoint site utilization for seamless team collaboration, and reviewed learning materials for quality assurance.

Senior L&D Instructional Designer and Developer Consultant

CLIENTS: STATE FARM, FEDERAL RESERVE BANK, ACCENTURE **MAR 2011 - JUL 2017**

- Improved State Farm Agency and Call Center metrics: reducing average handling time, churn, call-in-rate, transfer rate overhead and employee attrition by 44%.
- Exceeded expectations with quantify results on technical products, proprietary systems and soft skills.
- Helped agencies close more deals through thorough product training and knowledge, in turn increasing revenues for State Farm by 30%. Designed, managed, and executed cost-effective training programs, gauging their success.
- At each of the clients:
 - Collaborated with business leaders, addressing skills gaps and aligning training with goals.
 - Consulted and trained managers to identify direct reports' training needs.
 - Worked with stakeholders, SMEs, and partners at all clients for efficient material development.
 - Ensured global frameworks, standards, and tools for learning solutions.
 - Utilized authoring tools (Articulate, Captivate, Adobe Presenter and Camtasia), media apps (Photoshop, Illustrator, etc.), and different programming languages (JavaScript, HTML, and CSS) for developing interactive content for different clients.
 - Aligned training with top ISD models (SAM/ADDIE/AGILE) and ensured brand and legal guidelines were thoroughly followed.
 - Coordinated with the various LMS teams (SumTotal, Workday), to ensure usability and marketing positioning.

Sr. Instructional Designer and Developer

TELLABS INC - NAPERVILLE, IL

NOV. 2005 - MAR 2011

- Innovated new technology standards and solutions that streamlined processes, increased efficiencies, and reduced time-to-market.
- Converted over 150 hours of legacy Docent courses into new industry-standards (AICC/SCORM) complaint courses that could be easily read by modern LMS.
- Developed robust training materials using ADDIE and SAM best practices, various authoring tools (Articulate, Captivate, Camtasia) and media apps.
- Conducted a comprehensive LMS evaluation by performing needs analysis, gathering requirements, conducting internet research, collecting RFPs and hosting demos, thereby selecting the SumTotal LMS that fulfilled 98% of our needs.
- Designed in-house product and sales training with blended methods (flipped classroom, coaching, e-learning) for consistent training.
- Created rich media (simulations, graphics, and videos) aligned with needs assessment.
- Ensured usability, engagement, and visual appeal in courseware.
- Managed e-learning courses, optimizing learning impact.
- Demonstrated ROI through Level 1-4 evaluations and creating excel analysis reports.