Rachel Toburen
Learning Design and Development Professional

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Results-oriented learning development professional with 10 years of experience in academics, retail, technology, architecture and construction, and adult learning. Strong communication and leadership skills provide measurable and meaningful results on time, within budget, and meet end-user needs for successful projects.

WORK EXPERIENCE

Leadership and Competence Specialist
IKEA North America - Conshohocken, PA
September 2022 to Present

- Support values-based learning with training programs that meet the needs of learners with diverse and accessible content, as part of larger learning development plan for organization at all levels
- Provide mentorship, facilitation support, leadership, and guidance to team members, and coworkers across the organization through development of a facilitation network, enabling highly skilled facilitators within retail locations, resulting in consistently high quality of in-person training delivery
- Team member for redevelopment of culture training program for all employees using a new "flat pack" style module delivery, resulting in an easily adapted program that provides flexible training for the needs of the end users
- Transferred, revised, and rebranded 70+ training modules to IKEA LMS from acquired company, supporting transfer of new knowledge and support for kitchen planning and installation service as part of IKEA Home Services
- Developed training program for warehouse coworkers, including production of action/representational photography on site to support the training and other initiatives, saving the project an immediate $4000 off the top of the budget

Senior Learning Developer
Traemand Installation Services - Denver, CO
March 2020 to August 2022

- LMS administrator for platform hosting learners in US, Canada, and UK, including access for new users, providing reports to management, and connecting with partners to support technical updates and management of platform
- Partnered with Subject Matter Experts from Traemand and IKEA to develop training covering material from physical kitchen installation principles to technology-based training, including deployment of Salesforce
- Introduced new technology and methods of development to small team including agile-influenced ways of working
- Primary contact for the department during director's pregnancy leave

Marketing and Communication Technologist
University of Colorado Denver I Anschutz - Aurora, CO
July 2015 to November 2019

• Manage and deploy marketing plans and communications for in-house wellness facility, including customer facing material and internal marketing to medical campus
• Work with Subject Matter Experts to develop materials to support customers in wellness education programs
• Primary manager of all website content and technology, develop and manage LMS platform to deliver customer focused learning content

EDUCATION

Master of Arts - Art History and Critical Theory
University of Colorado Boulder - Boulder, CO
January 2011 to May 2013
- Lead Teaching Assistant for Department of Art History
- Graduate Teacher Program Award
- Provost's Fellow in Library and Archives

Bachelor of Fine Art - Photography
University of Colorado Denver - Denver, CO
August 2001 to May 2004

SKILLS, KNOWLEDGE, AND EXPERIENCE

- Collaboration and communication
- Learning Development Models
  - SAM
  - ADDIE
- Video creation
  - Scripting
  - Storyboards
  - shot lists and B-roll
  - casting
  - lighting
  - shooting
  - editing and post-production
- Graphic design and publication/asset creation
- Learning Theory
  - Adult Learning
  - Learning Models (Bloom, Kolb, Gagné, Kirkpatrick, 70/20/10)
  - Behavioral Change vs Knowledge Acquisition
- Adobe Creative Suite
  - Photoshop
  - Lightroom
  - InDesign
  - Premiere Pro
  - Acrobat
- SCORM Authoring Tools
  - Adobe Captivate
  - Articulate
    - Storyline
    - Rise
    - Engage
    - Quizmaker
- Learning Management System (LMS) Administration
  - Cornerstone
  - Moodle
  - Blackboard
  - Canvas
- Data Analytics
- Content Development
- Other Software
  - Camtasia
  - Audacity
  - Final Cut Pro
  - Microsoft 360
  - SharePoint
- Virtual Learning and Facilitation Tools
- Project management
- Agile