

Hanna Brown

Results-driven leader with over ten years of experience in customer service, training development, and operational excellence. Proven ability to lead cross-functional teams, enhance customer satisfaction, and implement scalable training programs. Adept at driving process improvements, optimizing learning experiences, and leveraging data to inform strategic decisions.

contact

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Phone 913-850-0707
Location Kansas City, MO

education

Instructional Technology, MA
Baker University
Visual Art Education, BA
University of Kansas

core competencies

- Customer service leadership & advocacy
- Training & development strategy
- Learning Management Systems (LMS) & CRM platforms
- Stakeholder collaboration & cross-functional alignment
- Data-driven decision-making & metrics analysis
- Employee onboarding & engagement
- Digital learning solutions & AI integration
- DE&I & accessibility standards

professional experience

Lead Instructional Designer (April 2022 - Current)

Comcast

- Lead sales and customer service training initiatives, optimizing onboarding and development programs, resulting in a 46% increase in training completion rates and learner satisfaction.
- Oversee LMS implementation to track employee development, enhancing user experience and content accessibility.
- Utilize data analytics to assess employee performance, refine training pathways, and improve knowledge retention.
- Build comprehensive training programs utilizing various tools and technologies to enhance learning experiences and improve employee performance.
- Partner with leadership to ensure alignment of training programs with company-wide objectives and business goals.

Multimedia Designer (April 2024 - November 2024)

Anthropologie, URBN, Urban Outfitters Inc.

- Designed and delivered leadership training aligned with business objectives, increasing online engagement by 40%.
- Created multimedia content (videos, graphics, and print materials) that improved employee learning engagement by 60%.
- Collaborated cross-functionally with marketing and product teams to ensure consistency in branding and messaging.
- Conducted market research on training trends, applying insights to enhance content effectiveness.

Art Department Head (August 2018 - April 2022)

Olathe School District

- Led curriculum development and professional learning programs, increasing educator engagement by 25%.
- Designed and executed interactive learning modules tailored to diverse learning preferences.
- Conducted workshops on best practices for training delivery, improving instruction effectiveness by 20%.

Art and Video Game Curriculum Designer (April 2018 - August 2019)

The Culture House

- Designed and developed engaging visual art and video game curricula, incorporating industry-standard tools and techniques to enhance student learning and creativity.
- Collaborated with cross-functional teams, including educators and industry professionals, to create comprehensive lesson plans and projects that align with current trends and technologies in visual arts and gaming.
- Conducted workshops and training sessions to equip students with practical skills in game design, animation, and digital art, fostering a hands-on learning environment.

key projects

Generative AI Training & Adoption

Led a cross-portfolio team to integrate AI tools into learning products, streamlining training content creation. Spearheaded the launch of Microsoft Copilot within Comcast, promoting daily use for customer service teams.

Multi-Channel Employee Onboarding

Developed and implemented a structured onboarding program across five departments, reducing time-to-productivity by 25%. Designed knowledge-sharing platforms and customer support training, ensuring a seamless new-hire experience.

References available upon request.