

JEN BLAIR

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SUMMARY

Strategic, results-driven learning and talent development leader with extensive experience designing and managing high-impact learning solutions and enterprise learning strategies. Adept at aligning L&D initiatives with business goals, leveraging data-driven insights to enhance workforce performance, and implementing scalable learning technologies. Skilled in leading cross-functional teams, fostering stakeholder engagement, and driving innovative learning solutions that improve business outcomes.

CORE SKILLS

Leadership & Talent Development Strategy | Learning Experience Design & Architecture | Program and Product Management (Agile, Waterfall, & Hybrid) | Accessibility | Instructional & Curriculum Design & Evaluation | Learning Technology & LMS Administration | Stakeholder & Executive Collaboration | Data-Driven Decision Making & Performance Metrics | Change Management | Organizational Development

RELATED EXPERIENCE

Walden University (Remote) | Manager, Learning & Development | Sept 2024 – Present

- Leads a cross-functional team of 10 instructional designers, technologists, and learning specialists to deliver enterprise-wide learning solutions that drive business and career growth.
- Leads strategy and planning for developing a talent enablement framework, incorporating role-specific competency development and curated learning pathways to drive employee retention and career mobility.
- Oversees LMS administration, vendor partnerships, and emerging learning technologies to optimize the learning experience for 500+ learners.
- Utilizes analytics and industry trends to develop strategic roadmaps and feature prioritization for L&D initiatives.
- Trains the Learning, Development & Enablement team on accessibility standards and requirements to implement accessibility standards, processes, and practices for Walden Learning & Development.
- Drives roadmap creation and iteration in conjunction with executive leadership from various departments.

York County Community College (Hybrid-Wells, ME) | Lead Instructional Designer | Jan 2024 – Sept 2024

- Designed and implemented a universal course design strategy aligned with institutional objectives and faculty development needs to support over 1,000 courses.
- Worked closely with publishing and ed-tech vendors to embed learning resources and tools into D2L Brightspace.
- Trained college employees across roles and departments on accessibility requirements, best practices, and considerations to ensure compliance and improved learning outcomes.

Fidelity Investments (Hybrid-Merrimack, NH) | Senior Manager, Learning Experience Architecture | Aug 2022 – Jan 2024

- Led an Agile product team responsible for designing and deploying scalable learning solutions for 2,000+ new, aspiring, and tenured leaders across the organization from onboarding through upskilling and enablement initiatives.
- Established and refined program evaluation metrics to assess effectiveness and drive continuous improvement in alignment with organizational OKRs and KPIs.

- Awarded Excellence in Action (EIA) Award for outstanding impact in leadership development initiatives.

Sitecore (Remote) | Learning Experience Designer | Dec 2021 – Aug 2022

- Developed and launched 12 technical training courses and certifications for global client enablement based on user experience research and testing alongside andrological best practices.
- Designed and deployed employee onboarding and engagement programs, improving retention and time-to-productivity.
- Managed learning projects using Agile and project management best practices, ensuring quality and timely delivery.

Southern New Hampshire University (Remote) | August 2017-2021

Assistant Director, Learning Design

- Led a high-performing and cross-functional learning design team of 12, overseeing talent development, instructional strategy, and performance management.
- Established quality assurance processes and course blueprints that streamlined instructional design workflows, increasing capacities by 35%.

Senior Instructional Designer & Product Owner

- Defined product visions and roadmaps for new learning programs, aligning with business objectives and learner needs.
- Applied data analytics, user research, and stakeholder insights to drive continuous program enhancements.
- Led instructional design development and improvements of 37 academic courses with a focus on maintainability, accessibility, and accreditation requirements.

Curriculum Designer

- Crafted curriculum and assessments for global online and on-site programs, certifications, and micro-credentials.
- Leveraged data to evaluate program health and optimize development prioritization of 50+ academic programs.
- Developed accredited and skills-aligned learning experiences through close collaboration with academic deans, marketing, and subject matter experts.

EDUCATION & CERTIFICATIONS

M.Ed., Curriculum & Instruction, Educational Leadership | Southern New Hampshire University

B.A., English, High School Teaching | University of North Carolina at Greensboro

Professional Scrum Product Owner (PSPO I) | Scrum.org

Agile Hybrid Project Pro | PMI

Accessibility Ambassador | Southern New Hampshire University

Change Management Certification | UNH

TECHNOLOGY & TOOLS

LMS & Learning Tech: Brightspace, Cornerstone, Degreed, Articulate, Camtasia, Synthesia, WAVE, Screen Reader Softwares (NVDA, JAWS), WebAIM

Project and Product Management: Jira, Confluence, Trello, Microsoft Project, Monday.com, DOMO

Data & Analytics: Power BI, Google Analytics, Excel, A/B Testing