

# Kay Banks

**Educator • Instructional Designer • Training Specialist**  
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## PROFESSIONAL SUMMARY

Skilled in instructor-led training, e-learning, and blended learning. Emphasis in design and development of trainings and curriculums using proven adult learning theories and principles, with a focus on implementation and evaluation. Experienced in creating instructional and non-instructional learning interventions, analysis, assessments and evaluation tool development. *Core Competencies include:* ADDIE, SAM, ILT, VILT, Adobe Illustrator, Articulate 360 (RISE), Video Animation (Vyond), LMS

## RELEVANT EXPERIENCE

### **Zendesk, Remote**

*Lead Instructional Designer, 3/2022 - Present*

Develop training and instructional content for a Sales audience, specifically for Mid-Market and Enterprise sellers. Work with the Enablement team and cross functional, customer-focused teams to create materials that will ensure the Global Sales teams are equipped with the knowledge they need to onboard efficiently and progress their careers at Zendesk. Deliverables include instructor-led training and on-demand courses delivered via an internal LMS.

- Created global training to aid sales agents on new systems during a company-wide acquisition

### **Clearlink, Salt Lake City, Utah**

*Sr. Instructional Designer, 1/2020 - 1/2022*

Design, develop and implement training material within an internal Learning Management System. Create graphics designed for the training of new hires and on-going training of corporate employees. Utilize all forms of media for needed elearn components (video, animation, custom graphics and infographics). Lead project management for individual and team projects.

- Appointed to the Future Leaders of Clearlink class within 1st year
- Diversity and Inclusion Committee - created graphics for updates, newsletters and company website

### **American Heritage Worldwide of American Heritage Schools, Inc., American Fork, Utah**

*Instructional Designer, 10/2019 - 5/2023 (Contract, Part-Time)*

Oversee Learning Management System for international online institution. Strategize and develop updates and edits to course material and assignments. Refine concept, and maintain curriculum strategy for student-centered components of online courses.

### **University of Alabama at Birmingham, Birmingham, Alabama**

*Education Coordinator, 04/2017 - 11/2019*

Coordinate the activities and operations for the educational program of the Surgery Clerkship of the University Of Alabama School Of Medicine for the Birmingham Campus. Maintain records, schedules and program information. Perform general program related duties for incoming, continuing and outgoing clerkships, residents, medical students and fellows. Create and maintain instructional materials, documents. Coordinate and conduct Orientation Trainings. Effectively communicate with students and administration about the processes and demands of the clerkship. Effectively oversee course registration, grade postings, enrollment verification and student records.

- Upgraded student evaluation process by redesigning online format for effectiveness
- Improved functionality of clerkship website and database

### **Decatur Youth Services, Decatur, Alabama**

*Program Coordinator, 02/2014 - 04/2017*

Manage academic program geared toward students with diverse backgrounds and operate with a high degree of independence and organization. Responsible for program development, content and administration. Establish objectives, manage programmatic fiscal activities, supervise staff engaged in carrying out program activities and utilize grant writing and networking to secure funding. Prepare various reports for submission to the Mayor's office. Supervise a staff of 10 – 15 tutors and service 100+ students daily. Monitor and document student academic progress.

- Developed a Career and College Preparation Program
- Developed an innovative Student Intervention Program for at risk students

**Caldwell School District**, Caldwell, Idaho

*Certified Teacher*, 08/2011 - 08/2013

Taught students (ages 11 – 18) in traditional and alternative classroom environments. Identify and assist struggling students in a one on one atmosphere.

- Developed students' practical skills by creating interactive and engaging activities to retain student involvement
- Decreased student failure rate by 45%

## **EDUCATION**

BS - Education, (2010), Brigham Young University, Provo, Utah

MS- Instructional Design and Development (2019), University of Alabama at Birmingham, Birmingham, Alabama