

Kay Banks

Educator • Instructional Designer • Learning Experience 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), Canva, Video Animation (Vyond), AI Video (HeyGen, Synthesia) LMS

RELEVANT EXPERIENCE

Johnson & Johnson, Remote

Instructional Designer, 9/2023 - 11/2025 (Contract, Part-Time)

Designed and developed digital learning content within the healthcare industry. Created new training materials to support ongoing education on the digital surgery platform, while enhancing existing resources by incorporating innovative approaches for improved engagement and usability. Collaborated closely with technical, clinical, and marketing subject matter experts (SMEs) to ensure high-quality and effective learning solutions.

- Created learning material within a highly regulated industry that mandated complex, strict standards and guidelines

Zendesk, Remote

Lead Instructional Designer, 3/2022 - Present

Develop training and instructional content for a global sales audience. Work with the Enablement team and cross functional, customer-focused teams to ensure consistency among learning materials. Manage the LMS, including the migration of learning materials and the assigning of training to identified users. Deliverables include instructor-led training, web based training with video integration and on-demand courses delivered via an internal LMS.

- Developed a global training program to support sales agents in adapting to new systems during an acquisition
- Spearheaded the initiative to integrate AI-enhanced training methods

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 educational program for the Surgery Clerkship at the University of Alabama School of Medicine. Maintain records and schedules, and manage duties related to clerkships, residents, medical students, and fellows. Create instructional materials and conduct orientation training. Communicate effectively with students and administration regarding clerkship processes, and oversee course registration, grade postings, and enrollment verification.

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

EDUCATION

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

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