

Jennifer Jackson, MS, JD, SHRM-CP

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Professional Summary

Learning and Development professional with 9+ years of HR experience designing and facilitating learner-centered and performance-based training to accelerate professional development and enhance employee retention. Strong background in adult learning theory, instructional design, talent development, human resources, and compliance.

Professional Experience

July 2024 to Present | Jubilant HollisterStier | Spokane, WA Senior HR Learning and Development Specialist

- Designed and implemented innovative learning programs, increasing employee engagement and knowledge retention.
- Conducted thorough needs assessments and collaborated with global stakeholders to align learning objectives with business goals, leading to improvement in skills alignment.
- Successfully managed and optimized the L&D budget, reducing costs while expanding the range of learning interventions offered.
- Leveraged cutting-edge technology and learning platforms to deliver effective training, enhancing overall training efficiency and increasing learner satisfaction.

March 2024 to July 2024 | Self-Employed | Liberty Lake, WA Learning and Development Consultant

- Leverage instructional design principles such as ADDIE, SAM, and backward design to create and deliver effective learning solutions to meet client needs through engaging, tailored training materials and resources.
- Perform needs assessments and develop learning solutions including e-learning, instructional materials/guides, and participant materials/guides, meeting all project deadlines and exceeding expectations.
- Proficient in a variety of learning technologies and platforms including Articulate Storyline 360, Articulate Rise 360, and Adobe Creative Cloud.

April 2022 – March 2024 | Archbright | Remote Senior Human Resources Advisor / Senior Human Resources Consultant / L&D Specialist

- Transformed course curriculum for public and private group training from lecture-heavy to interactive and learner-centered content by utilizing instructional design expertise, increasing purchased group sessions and sales revenue by \$15K+.
- Facilitated public and private group training on workplace and management topics, improving legal compliance and organizational effectiveness.
- Advised member organizations on a wide range of human resources, talent development, and organizational development topics through the HR Hotline and HR Advisor Chat systems, consistently receiving 10/10 customer satisfaction scores for the quality of advice provided.
- Provided comprehensive consulting support to organizations on learning and development, leave management, conflict resolution, and full-cycle recruiting projects, ensuring compliance with relevant laws, and promoting positive employee relations.

Sep 2019 – April 2022 | Avista Corporation | Spokane, WA Senior Human Resources Manager / Human Resources Manager / L&D Specialist

- Improved employee promotion rate by 5-10% by designing and implementing managerial and professional development curriculum, enhancing employee skills across multiple business units.
- Augmented virtual onboarding processes for new employees by developing and implementing training, job aides, resource guides, and better technology utilization, resulting in seamless onboarding and improved retention during the COVID-19 pandemic.

- Designed and implemented the first onboarding program for new HR Managers, as the primary trainer and mentor, accelerating growth and improving long-term retention.
- Established the first Critical Incident Stress Management (CISM) program, including developing recruiting processes, communication plans, training, peer support, and program documents, improving employee mental health and resilience.
- Improved team performance and succession planning by leading the performance review program, facilitating talent reviews, and advising leaders on development planning, resulting in higher employee retention and readiness for key roles.

Sep 2016 – Sep 2019 | City of Spokane | Spokane, WA**Senior Human Resources Analyst / Human Resources Analyst / L&D Specialist**

- Formulated and deployed instructor-led and e-learning training programs on compliance and professional development topics for 1500+ employees, improving performance, productivity, and legal compliance.
- Instituted first-ever comprehensive policy, process, and supervisory training for probationary firefighter performance evaluations with a cross-functional team consisting of labor, management, and training personnel, ensuring proper performance feedback for probationary employees.
- Improved onboarding processes for City-wide programs and public safety recruits, including the creation of in-person and e-learning curricula, resulting in improved employee growth and retention.
- Crafted and executed 360-degree leadership assessment tools and employee engagement surveys to provide insights into leadership skills, employee satisfaction, and workplace culture, optimizing leadership action plans for workplace culture.

Feb 2015 – Sep 2016 | Lowe's Companies Inc. | Spokane Valley, WA**Human Resources Manager / Human Resources Coordinator / L&D Specialist**

- Customized new hire orientation program, mentorship program, and leadership training curriculum for managers, driving better employee production and retention for a staff of ~200.
- Monitored and reviewed the annual employee engagement survey and focus group programs to encourage employee participation and develop an action plan with leaders and employees, promoting a culture of feedback based on trust.
- Guided succession planning efforts with leaders to develop an organizational strategy, define key positions and core competencies, evaluate bench strength, and define development goals, resulting in improved leadership continuity, development, and retention of top talent.
- Enhanced the performance review program by implementing a structured review process, resulting in improved data to make informed and accurate decisions regarding employee contributions, career development, training needs, and promotional opportunities.
- Established ADA-compliant accommodations for disabled employees, including measures to successfully train and integrate individuals with learning disabilities and hearing impairments.

Early Career

2013 – 2015 | Guardian ad Litem | Spokane County Superior Court | Spokane, WA

2007 – 2014 | Attorney and Legal Intern | Wolff, Hislop, & Crockett, PLLC | Spokane Valley, WA

Jan 2009 – May 2009 | Legal Extern | Washington State Court of Appeals, Division III | Spokane, WA

Education

Master of Science, Adult Organizational Learning and Leadership | University of Idaho | Moscow, ID

- *Summa cum laude*, GPA: 4.0.

Juris Doctor | Gonzaga University School of Law | Spokane, WA

- *Magna cum laude*, Class Rank: Top 6%, Merit Scholarship Recipient.

Bachelor of Arts, Political Science | University of New Mexico (UNM) | Albuquerque, NM

- *Summa cum laude*, GPA: 4.1, Presidential Scholarship Recipient, Rose Rudin Roosa Scholarship for Political Science.

Volunteer Experience

Jan 2016 – Mar 2020 | Inland Northwest Society of Human Resource Management | Spokane, WA

Certification Co-Director and Certification Study Group Instructor

- Developed and facilitated study groups preparing HR professionals for the bi-annual Society for Human Resources Management Certified Professional (SHRM-CP) and Senior Certified Professional (SHRM-SCP) exams, resulting in a 95% participant pass rate.
- Developed, promoted, and oversaw INSHRM's certification scholarship program.
- Developed and presented materials on the re-certification process and guidelines.

Licenses and Certifications

- Yukon Learning Advanced Articulate Storyline Certificate, May 2024.
- Instructional Design Certificate, Association for Talent Development, May 2022.
- Society for Human Resources Management Certified Professional (SHRM-CP), January 2016-present.
- Licensed Washington Attorney, WSBA # 41840, 2009- present.

Skills

- Proficient in Articulate Storyline 360 and Articulate Rise 360.
- Advanced skills in Microsoft Office Suite (Word, Excel, PowerPoint).
- Experienced with Adobe Creative Cloud applications (Photoshop, Illustrator, Adobe XD).
- Deep understanding of instructional design models including ADDIE, SAM, Action Mapping, and Backward Design.
- Experienced with managing and delivering training through LMS platforms such as SumTotal, Skillsoft, and Vector Solutions.
- Skilled at facilitating interactive and impactful in-person and virtual training sessions.