

Kimberly E. Willis



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Summary

Seasoned Instructional Designer with 30+ years of experience designing and delivering training that accelerates adoption of complex technologies, drives measurable business outcomes, and scales across global organizations. I create training that solves business problems.

Trained and supported **50,000+ learners globally** across industries including technology, healthcare, pharma, and logistics. Strong background in technical writing, editing, and project management.

Tools: Articulate Storyline and Rise, PowerPoint, Word, DITA, Oxygen, Camtasia, Captivate, Audacity, ChatGPT, FreePik

Career Highlights:

- Boosted partner support closure rates **40% in one year** with Nutanix Support Specialist certification program.
 - Delivered micro-learning programs for Red Hat that reached **2,000+ employees** and accelerated sales.
 - Designed training for AdventHealth that accelerated adoption of new supply ordering product.
 - Developed and delivered 200+ instructor-led and e-learning courses over career, impacting **50,000+ learners globally**.
 - Mentored and coached **30+ instructional designers and technical writers**, building team capability and ensuring consistency of training quality.
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Experience

Optima Packaging – Knightdale, NC

Technical Trainer (2024–2025)

- Built a training program that equipped **200+ Field Service Technicians** to troubleshoot Optima machinery, reducing downtime by **15%** and improving customer satisfaction scores by **20%**.
- Partnered with SMEs and course developers to design scalable technical training for new hires and experienced techs.
- Served as project manager: authored the project plan, set training standards, and ensured on-time delivery across all modules, cutting rollout time by **15%**.

Instructional Design Consultant – Durham, NC

Instructional Designer & Editor (2018–2024)

- **Red Hat:** Designed global partner enablement course, reaching **3,000+ participants**, resulting in faster sales ramp-up. Developed micro-learning for field sales using Rise 360, reducing onboarding time by **30%**.
- **AdventHealth:** Developed instructor-led training for hospital supply chain software; **accelerating product adoption**.

- **DoorDash:** Created micro-learning for management development; improved learner satisfaction scores from 3.8 to **4.6/5**.
- **Salesforce:** Migrated and optimized content for new LMS; edited materials for clarity, driving **20% higher course completion rates**.
- **Carolina Biological Supply:** Converted instructor-led training into interactive e-learning, training **1000+ learners** and increasing test scores.

Nutanix – Durham, NC

Technical Content Developer (2014–2017)

- Led development of Nutanix Support Specialist (NSS) certification course; improved partner ability to resolve Level 1–2 calls by **40%** in one year.
- Maintained and updated Nutanix Platform Professional (NPP) certification courseware, taken by **10,000+ learners worldwide**.
- Mentored and onboarded new instructional designers; established best practices that reduced course development cycle time by **20%**.

Instructional Design Consultant – Durham, NC

Instructional Designer (2012–2014)

- NC Dept. of Revenue: Redesigned training to **increase learner engagement**.
- Systech/NC DMV: Developed training guide and e-learning for new MILES VIDCentral project, enabling **1,200+ DMV staff** to adopt new system within 3 months.
- QBE FIRST: Designed e-learning modules that accelerated onboarding time for new employees by **25%**.

CSC – Raleigh, NC

Instructional Designer/Training Specialist (2010–2011)

- Designed instructor-led and e-learning courses for Medicaid Management Information System; trained **300+ employees**.
- Served as LMS administrator, ensuring smooth deployment and access across the team.

Earlier Career (1990–2007)

Project Manager Consultant – Durham, NC

SAS Institute – Cary, NC (*Instructional Designer, Technical Writer, Project Manager*):

- Led instructional design for enterprise software training; implemented project office that improved course delivery efficiency by **25%**. Courses trained **5,000+ professionals** across multiple enterprise-level products.

SEI Information Services – Cary, NC (*Technical Writer*):

- Authored system documentation and administrator guides for networking and point-of-sale software.

Additional projects: Managed large-scale consulting and technical writing assignments across software, healthcare, and government, supporting adoption by **thousands of end-users**.

Education

- Duke University – M.A. in Liberal Studies
 - Durham Technical Community College – Certificate in Software Technical Writing
 - Guilford College – B.S. in English & Biology, with Honors
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Community & Leadership

Board member, Durham Farmers' Market; Board member, NC Anti Animal Fighting Task Force; Chair, Durham County Animal Control Advisory Board; recipient, Durham InterNeighborhood Council Hero Award