

Jocelyn Jackson

Learning Experience Designer | eLearning Development | Performance-Driven Learning Systems
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Summary

Learning Experience Designer with an operations foundation, experienced in designing training solutions for 1,000+ employees and aligning learning to production and performance KPIs. Specializes in translating real-world workflows into structured learning experiences that improve capability, consistency, and execution on the floor.

Relevant Experience

Training Senior Analyst — Del Monte Foods; Modesto, CA

October 2023 – Current

- Design and develop learner-centered eLearning, job aids, and onboarding programs that translate complex workflows into structured learning experiences, improving role readiness, reducing variability, and increasing consistency across 1,000+ employees (sample artifacts in portfolio).
- Collaborate with SMEs and stakeholders to translate processes into role-specific learning experiences and performance support, increasing capability and application in practice (Tecma ~12% to >50%; can label ~24% to >50%; Fresh ~45% to >50%; PFC mid-40s to >50%).
- Build standardized knowledge capture and skills tracking systems reducing onboarding variability and preserving institutional knowledge across teams using AI tools and workflow automation, accelerating development cycles and improving reporting visibility.
- Manage the LMS (Intertek Alchemy), ensuring training data integrity, reporting accuracy, and compliance visibility across departments.

Transformational Advisor II (Ops Excellence) — DHL Supply Chain; Remote

May 2022 – October 2023

- Delivered training for the Operations Excellence Supervisory Academy across 10+ sites, supporting leadership capability development and consistent application of continuous improvement practices.
- Served as the lead facilitator for the Inventory module, ensuring consistent delivery and learner support.
- Coached site leaders and OE champions on applying continuous improvement practices, reinforcing consistent execution and capability transfer across locations.
- Aligned training delivery, documentation, and change support across multi-site rollouts, improving deployment consistency and site readiness.
- Maintained readiness tracking and project documentation, improving implementation visibility and enabling more coordinated cross-site deployment.

Operations Supervisor – (Clorox) – DHL Supply Chain; Lathrop, CA

August 2021 – May 2022

- Led and trained a 4-associate inventory team across shifts, improving process consistency and cross-shift knowledge transfer.
- Served as OMS, Safety, and Supervisory Champion from launch through Gate 1 clearance, including ownership of safety, operations management, and supervisor readiness programs.
- Reinforced safety and compliance standards through coaching and documentation, supporting audit readiness and consistent process adherence.

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Operations Supervisor – (LAM Research) – DHL Supply Chain; Tracy, CA *June 2020 – August 2021*

- Designed labor-sharing, skill-gap, and coaching strategies to align workforce capability with operational demand, supporting teams of up to ~50 associates across shifts and improving workforce flexibility.
- Relaunched and co-led the site Safety Committee, increasing compliance engagement and reinforcing safety standards across operations.
- Supported transition to 24-hour operations, including third-shift implementation and interim dual-shift supervision.

Competencies

Scenario-Based Learning Development | Learning Evaluation Support | Process Improvement Consulting

Skills

Learning Design and LMS: Articulate 360 (Storyline, Rise) | Intertek Alchemy LMS Suite

Content and Media Production: Camtasia | OBS Studio | Audacity | DaVinci Resolve | Canva | Adobe Express

Collaboration and AI/Transcription Tools: Microsoft Office | Google Workspace | Zoom | Otter.ai | Fathom | Happy Scribe | ElevenLabs

Education

Boise State University

In Progress (Dec 2027)

Major: M.S. Organizational Performance and Workplace Learning (OPWL)

- **Certificate:** Workplace E-Learning Design and Development (WELDD) *In Progress (Aug 2026)*
- **Certificate:** Workplace Instructional Design (WIDe) *In Progress (Dec 2027)*

Relevant Coursework

- Storyboarding and Scenario-based eLearning
- Facilitating Organizational Development Interventions
- Game-based and Gamified Learning
- Data Visualization

California State Polytechnic University, Pomona

May 2020

Major: B.S. in Business Administration | **Option:** Technology and Operations Management (TOM)

- **Sub-plan:** Supply-Chain Management

Honors and Certifications

- **Phi Kappa Phi** — Selected top 10% of graduate students (Boise State) *2026*
- **Lean Six Sigma White Belt** — Department of Navy *2020*
- **SAP Student Recognition Award** — SAP University Alliances *2020*
- **Top Fundraiser** (\$15,688) — Cal Poly Pomona Annual Fund *2017*