

# Julie Floyd

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Nextgen-learning-solutions.com

I create learning experiences; whether through virtual training, interactive workshops, or self-paced e-learning, that drive business results and keep people engaged. With over 20 years in instructional design, I translate complex information into practical, effective training that supports diverse learning styles and workplace needs. I collaborate with teams to refine training strategies, improve performance, and ensure learning fits seamlessly in the flow of work. I design learning that's engaging, accessible, and built for impact. Whether leading live virtual sessions or developing on-demand learning tools, I make sure training connects with learners and drives measurable improvements. I mentor designers, introduce new learning technologies, and use data to refine programs for continuous growth. My focus is on aligning learning with business goals and ensuring teams have the right tools to succeed.

## TECHNICAL SKILLS

- Instructional Design Models: ADDIE, Kirkpatrick's Evaluation Model, ROPES Facilitation, Agile Learning Design
- Learning Formats: Instructor-led (ILT), Virtual ILT, Microlearning, Blended Learning
- Tools & Software: Articulate Storyline & Rise, Adobe Creative Suite, Snagit, Audacity
- LMS Platforms: OnDemand, Custom LMS systems
- Data & Workflow: Power BI (workflow automation), Excel (analysis), SharePoint (content governance)
- Collaboration & Project Management: Microsoft Teams, SharePoint, Project Planning, Stakeholder Engagement
- Content Management: Content Libraries, Job Aid Development, Knowledge Management Systems

## PROFESSIONAL DEVELOPMENT

- Association for Talent Development (ATD) Master Trainer Certification
- Instructional Designer/Developer (Langevin)
- Active Member of ATD

## EDUCATION

**Troy State University – Dothan Campus and Gulf Coast State College**  
ESE Teaching Degree (In Progress).

## PROFESSIONAL EXPERIENCE

### Founder NextGen Learning Solutions (March 2025 - Present)

- Established a consulting firm specializing in learning strategy, instructional design, and workforce development.
- Designed and delivered high-impact virtual workshops and e-learning solutions aligned with business goals.
- Developed Power BI-powered referral tracking systems, integrating real-time analytics for business insights.
- Created SEO-driven marketing strategies for LinkedIn, YouTube, and website content.
- Built automated workflows using Power Automate to streamline content management and improve efficiency.
- Implemented content governance frameworks for learning libraries, ensuring long-term training sustainability.

### Senior Instructional Designer Conduent (May 2021 - March 2025)

- Led end-to-end instructional design strategy for Medicaid clients, tailoring training solutions to compliance and operational needs.
- Transformed passive training into interactive, high-impact learning experiences, incorporating gamification and real-world scenarios.
- Developed QA-aligned performance assessments, improving real-time skill evaluation and knowledge retention.
- Created pre- & post-training assessments to measure skill growth, increasing learner engagement.
- Designed Power BI-powered analytics workflows, tracking training relevance for continuous improvement.
- Built and maintained SharePoint learning libraries, ensuring quick access to training materials and version control.
- Facilitated train-the-trainer programs, equipping facilitators with structured, reusable guides.
- Established a project review framework, driving efficiency through stakeholder documentation and bi-weekly progress meetings.

### Talent Development Specialist HairClub (Dec 2018 - May 2021)

- Designed and delivered onboarding and professional development training, both in-person and virtual.
- Provided mentorship to instructional designers, refining training methodologies.
- Training Specialist Renaissance Dental Vision & Disability (Feb 2017 - Dec 2018)
- Developed learner-focused training programs tailored to diverse skill sets and operational needs.
- Standardized onboarding and compliance training in partnership with leadership.

### Instructional Design Specialist II Sallie Mae/Navient Solutions, LLC (Jan 2002 - Jan 2017)

- Led offshore knowledge transfer initiatives, ensuring alignment with federal compliance regulations.
- Developed standardized documentation and curriculum for streamlined training across departments.
- Facilitated technical and professional development training with 6C security clearance.