

NICOLE WILMORE

LEARNING AND DEVELOPMENT LEADER

CONTACT

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[LinkedIn Profile](#)

SUMMARY

Proven leader in designing and delivering global learning initiatives that align with business goals, enhance employee performance, and drive measurable impact. Experienced in executing learning and development strategy, managing teams, and implementing scalable solutions to improve engagement, retention, and operational efficiency.

SKILLS

- Curriculum Development
- Instructional Design
- Project Management
- Stakeholder Engagement
- Strategic Leadership
- Software: Adobe Creative Suite, Articulate 360, Camtasia, Asana

EDUCATION / CERTIFICATIONS

- **Project Manager Professional (PMP) Certification**
August 2024
- **Boise State University**
2011 – 2013
Graduate Certificate, Workplace eLearning Performance Support
- **New Jersey Institute of Tech**
2003 – 2005
MS, Professional & Technical Communication
- **Rutgers University**
1999 – 2003
BA, Fine Art, Graphic Design focus

EXPERIENCE

Amazon

Various Instructional Design Leadership Roles (2015 – Present)

Sr. Instructional Designer – Inclusive Experiences and Tech

(July 2023 – Present)

- Lead the design and execution of inclusive learning strategies, embedding accessibility and DEI principles into enterprise-wide training programs.
- Collaborate with senior leadership to align learning initiatives with business objectives, ensuring equitable learning experiences at scale.

Sr. Program Manager, Design & Content – Talent Acquisition

(Jan 2022 – July 2023)

- Led the design and launch of a global training platform, achieving 78% engagement across an audience of 9K+ employees.

Sr. Instructional Developer – Workforce Staffing

(Sept 2021 – Jan 2022)

- Designed and developed leadership training programs to upskill frontline managers, improving decision-making and team effectiveness.

Sr. Learning Experience Designer – Amazon Web Services

(July 2020 – Sept 2021)

- Partnered with business leaders to develop scalable sales enablement materials for global sales teams, that supported 37% revenue growth across business lines.

Learning Experience Designer – Amazon Web Services

(May 2019 – July 2020)

- Developed interactive learning experiences to support technical skill development, enhancing team efficiency and achieving customer satisfaction scores of 90% and higher.

Manager, Instructional Design – Audible

(Oct 2017 – May 2019)

- Led an instructional design team in creating scalable learning solutions that reduced time-to-proficiency for customer service reps by 20%.

Instructional Designer – Audible

(Feb 2015 – Oct 2017)

- Developed blended learning experiences to equip customer service teams with in-depth product knowledge that improved first-call resolution and customer satisfaction scores.

The Children's Place

Associate Manager, eLearning Development

May 2012 – Feb 2015

- Designed interactive eLearning modules and managed LMS implementation, ensuring seamless learning experiences across corporate teams.