

# OLIVIA E. CUNNINGHAM

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## PROFESSIONAL PROFILE

Instructional designer and learning consultant proficient at transforming complex topics into innovative, engaging, and meaningful learner experiences. With over twelve years of experience developing and facilitating high-impact training and presentations, brings an objective-focused perspective and the ability to appeal to diverse learning styles. Avid learner with a knack for picking up new technology and a passion for leveraging collaboration, tools, and strengths to deliver effective outcomes.

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## TECHNICAL SKILLS

### e-Learning & Video Production

- Elucidat
- Techsmith Camtasia & Snagit
- Articulate Storyline & Rise
- Adobe Premiere Pro & AfterEffects
- Audacity Audio Editor
- Survey Development (Qualtrics, Microsoft Forms, Select Survey)

### Graphic & Web Design

- Adobe Creative Cloud (Illustrator, InDesign, Photoshop, Express, & Dreamweaver)
- Canva
- Web Content Management Systems (i.e. Cascade, Wix)
- HTML & CSS
- Basic Salesforce

### Communication & Collaboration

- Microsoft Office 365 (especially PowerPoint, Word, Outlook, Excel, Sharepoint)
  - Atlassian Confluence
  - Lucidchart & Lucidspark
  - Adobe Acrobat Pro
  - Zoom
  - Microsoft Teams
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## RELEVANT EXPERIENCE

### Instructional Designer

*People Operations | nCino, Inc. | Wilmington, NC*

November 2021 - Present

- Lead, execute and deliver multiple e-learning projects on a variety of topics, including software/product basics, advanced Salesforce configuration, customer success strategies, and soft skills
- Apply modern instructional design principles to build engaging, informational, and visually compelling learning experiences for internal and external audiences
- Create dashboards for stakeholders to keep them up-to-date on project statuses, timeframes, and priorities
- Initiate and foster effective working relationships with SMEs in order to ensure learning experiences are accurate and meet audience needs; consistently receive positive feedback from SMEs
- Established a prioritization and tracking system for project requests; this system was adopted by teammates
- Identify ways to streamline use of e-learning software and create eLearning to upskill teammates on these practices resulting in a 25% decrease in authoring production time across the learning design team
- Provide in-depth needs assessments, strategic planning, and consultation to support internal training programs
- Employ modern instructional design strategies to drive effective learning solutions that align with individual, departmental, and organizational objectives
- Administer learning program assessments to make recommendations for change or improvement

### Learning & Talent Development Specialist

*Office of Human Resources | UNC Wilmington | Wilmington, NC*

May 2018 - November 2021

- Set and executed strategic direction for learning and professional development initiatives for UNCW employees
- Served as lead instructional designer for training and communications from the Human Resources department
- Collaborated with subject matter experts, facilitators, and key stakeholders to produce informative and engaging eLearning programs and video tutorials that met customer needs
- Designed and facilitated instructor-led training such as certification programs, departmental retreats, skill-building seminars, and team-building workshops
- Shifted over 8 hours of F2F onboarding to 100% remote, resulting in a streamlined onboarding experience

## RELEVANT EXPERIENCE *(Continued)*

### Learning & Talent Development Specialist *(Continued)*

May 2018 - November 2021

*Office of Human Resources | UNC Wilmington | Wilmington, NC*

- Built and nurtured relationships with trainers across campus to improve the quality of learning across units with a focus on adding interactive activities and practice opportunities to previously static lessons
- Provided one-on-one employee coaching and consulting to help individuals address performance concerns and meet their career development goals
- Created and implemented strategic marketing campaigns to increase training registration and participation
- Initiated and led the complete reorganization and redesign of the Human Resources website according to organization and global design standards to develop a user-friendly and accessible experience

### Talent Development Specialist

June 2015 - May 2018

*Office of Human Resources | UNC Wilmington | Wilmington, NC*

- Produced virtual learning content to accommodate multiple learning preferences
- Created and executed quarterly strategic marketing plans to enhance outreach to targeted audiences and increase employee engagement with campus programming
- Collaborated with Talent Management System vendor to build online performance management system, launched pilot for 175 employees, and planned campus-wide implementation
- Wrote, edited, and produced supplemental training materials including job aids, participant guides, facilitator guides, and PowerPoint presentations

### Marketing & Outreach Coordinator

August 2013 - May 2015

*Office of International Programs | UNC Wilmington | Wilmington, NC*

- Conducted engaging presentations for approximately 3,000 students, over 25% of the undergraduate population, for which positive feedback was consistently received
- Improved outreach and marketing efforts, resulting in a 15% increase of study abroad participants
- Developed training to help study abroad returnees transfer skills from international experiences to their resumes, careers, and professional development opportunities
- Collaborated with campus departments to identify presentation needs and desired outcomes, which were utilized to recommend and design customized programs
- Recruited, trained, and managed the Speaker's Bureau, which comprised a team of 15 student volunteers
- Conceptualized and designed marketing materials for web and print mediums

### English Instructor

August 2011 - July 2013

*Dept. of Foreign Languages | Hangzhou Normal University | Hangzhou, China*

- Designed and facilitated hands-on, applied learning programs for diverse audiences
- Developed program curriculum to align with university, department, and student goals
- Created and utilized strategic assessments to measure learning outcomes and success
- Worked with diverse populations of varying backgrounds and language abilities
- Proposed and implemented supplemental programming to engage students outside of the classroom

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## EDUCATION

**M.S. in Instructional Technology**  
UNC Wilmington | December 2020

**Master of Public Administration**  
*Focus: Public Management*  
UNC Wilmington | May 2018

**B.A. in English**  
*Focus: Professional Writing*  
UNC Wilmington | December 2010

## CERTIFICATION & CREDENTIALS

**Articulate Storyline Certificate**      **ATD Master Instructional Designer**  
Association for Talent Development (ATD) | May 2017  
| May 2021

**Adobe Certified Associate in Graphic Design using Adobe Illustrator**      **E-Learning Instructional Design Certificate**  
Adobe with Certiport | January 2021      ATD | March 2017

**Coaching Certificate**      **Professional Writing Certificate**  
ATD | March 2018      UNC Wilmington | December 2010