

- JESSICA ZHIVOTOVSKY -

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EXPERIENCE

TSYS

September 2017 - Current

Instructional Designer and Trainer

- Creation, maintenance, and facilitation of Operations systems and processes training
- Design and develop engaging training sessions and all ancillary materials such as participant and facilitator guides, job-aids, reference guides, videos, etc.
- Execute onboarding program for all new hires
- Design and facilitate webinars for trainees across multiple sites
- Facilitate multiple multi-day trainings to new and existing employees
- Perform needs analysis for departments seeking training solutions
- Collaborate with cross-functional teams and build relationships with SMEs
- Evaluate effectiveness of training solutions through assessment creation and analysis

EMPLOYERS COUNCIL

June 2016 - September 2017

Data Maintenance Coordinator

- Designed and developed systems and processes trainings
- Facilitated classroom and one-on-one education for employees
- Updated and maintained the company-wide CRM database
- Provided web support and customer service to staff and council members

UNIVERSITY OF COLORADO

March 2014 - May 2016

Teaching Assistant, School of Education

- Assisted the instructor and trained multiple "Becoming a Leader" courses
- Facilitated group discussion and promoted an open, active-learning environment
- Assessed student participation and understanding of content
- Administrative tasks like grading assignments, recording participation, and monitoring attendance

Resident Advisor, Residence Life

- Supervised and assisted approximately 25 students living in the residence halls
- Helped residents connect, grow, and succeed at the university by building community, enforcing policy, and developing personal relationships

Student Assistant, Residence Life

- Assisted with Residence Life hiring and worked with eRezLife online hiring and job posting system
- Worked cross-functionally with various staff members on the hiring process and potential candidates

ALLIANCE DATA

October 2011 - August 2013

New Accounts and Authorizations Representative

- Responsible for accurate data entry and compliance of customer information
- Performed customer service calls, creating new customer accounts and adjusting existing ones

EDUCATION

Master's Degree, Information and Learning Technologies - **Adult Learning and Instructional Design**

University of Colorado, Denver

Current Student

Bachelor's Degree, Communications – minors in Business and Leadership Studies
University of Colorado, Boulder
Graduated May 2016, Latin Honors: Cum Laude

AWARDS & CERTIFICATIONS

Associate Professional in Human Resources (aPHR)

Human Resources Certification Institute

Employment Law Certificate

Mountain States Employers Council

Jerry Ferguson Outstanding Service Award, 2014-2015

Awarded for excellency in Resident Advisor leadership capacities and other services within the community

Darley Hall Community Developer Award, April 2015

Outstanding achievement in developing a community within a residence hall

Executive Board Member "Of the Month" Campus Winning Award, September 2015

Received for successful execution of NRHH Inductions as the VP of Recruitment and Scholastics

COMMUNITY INVOLVEMENT

ADAMS 12 DISTRICT ACCOUNTABILITY COMMITTEE

August 2018 – Current

Active Member

Two-year term to evaluate the educational needs of K-12 students in the Adams 12 school district

ADAMS 12 FIVE STAR LEADERSHIP ACADEMY

September 2017 - May 2018

Previous Member

Advocate for public education for the Adams 12 school district