

JESSICA ZHIVOTOVSKY

WORK EXPERIENCE

RingCentral, *Training Specialist*

December 2019-Current

Responsible for the creation and virtual facilitation of application and system training for clients. Job functions include: working with multiple stakeholders to determine the training needs for each client, facilitating and recording engaging virtual instructor-led training sessions, developing new training materials when updates are released, and evaluating the effectiveness of each course through feedback analysis.

TSYS, *Instructional Designer and Trainer*

September 2017-December 2019

Responsible for the creation, revision, and facilitation of system and process training directly related to operations. Job functions include: completing needs analysis for departments seeking training solutions, designing engaging training sessions, developing participant and facilitator guides for trainings, evaluating the effectiveness of the training solutions through assessment creation and analysis, and delivering multi-day training to new and existing employees both in a classroom setting and virtually.

EMPLOYERS COUNCIL, *Trainer*

June 2016-September 2017

Responsible for the creation and facilitation of system and process trainings. Job functions include: creating and delivering training and one-on-one education for employees on systems and processes, updating and maintaining the company-wide database, and providing web support and customer service to staff and members.

UNIVERSITY OF COLORADO

March 2014-May 2016

School of Education, *Teaching Assistant*

Responsible for assisting the instructor and facilitating three "Becoming a Leader" courses. Job functions include: facilitating group discussion, grading assignments, assessing student participation and understanding of content, recording participation and attendance, and administrative tasks.

Residence Life, *Resident Advisor*

Responsible for approximately 25 students living in the residence halls. Job functions include: helping residents connect, grow, and succeed at the university by building community, enforcing policy, and developing personal relationships.

Residence Life, *Student Assistant*

Responsible for various tasks related to Residence Life hiring. Job functions include: working with the eRezLife online hiring and job posting system, and meeting with professional staff members about the hiring process and potential candidates.

ALLIANCE DATA, *New Accounts and Authorizations Representative*

October 2011-August 2013

Responsible for accurate data entry and compliance of customer information. Job functions include: call center customer service, creating new accounts for customers, and adjusting existing accounts.

EDUCATION

University of Colorado, Boulder
Graduated May 2016
Latin Honors: Cum Laude

Major: Communication
Minor: Business
Minor: Leadership Studies

University of Colorado, Denver

Pursing MA in Learning Design and Technology with an emphasis in Adult Learning and Instructional Design

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

Award for excellency in Resident Advisor leadership capacities and additional service within the community in roles such as university committee work, involvement in NRHH and RHA, and involvement with other student organizations.

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

Responsible for the evaluation of past and current data on student performance within the Adams 12 District to make recommendations to the Board of Education on the District Unified Improvement Plan. As one of eight members, I will serve a two-year term to evaluate the educational needs of K-12 students and proactive steps to ensure curriculum and resources are provided to the districts areas of improvement.

Nuun Hydration Crew Lead

January 2019-Current

Apart of a community of athletes that supports, inspires, and motivates each other to be active and healthy. Promotes and sells products during community events and reports community participation. Manage other Nuun team members during events to ensure that each member is meeting expectations.

Adams 12 Five Star Leadership Academy

September 2017-May 2018

Selected to learn more about the Adams 12 school district, the needs of current and future students, and the overall direction of the district to become an advocate for public education.