

CANDIDA NAZARETH

LEARNING PROFESSIONAL



CONTACT

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EDUCATION

CERTIFIED TRAINING AND DEVELOPMENT PROFESSIONAL (CTDP) DESIGNATION

The Institute for Performance and Learning (I4PL)
Expected December 2025

WORKPLACE LEARNING AND ADULT EDUCATION PROGRAM CERTIFICATE

George Brown College
March 2020

PENSION PLAN ADMINISTRATION CERTIFICATE (PPAC) 1

Canadian Pensions and Benefits Inst.
2016

BACHELOR OF ADMINISTRATIVE STUDIES, HR HONORS

York University
2012

SKILLS

Project Management
Instructional Design (ADDIE, SAM)
Facilitation (Virtual and In-person)
Stakeholder Engagement
Curriculum Development
Training Needs Analysis

PROFESSIONAL SUMMARY

Learning and Development professional with 10+ years of experience designing, developing, and delivering policy, compliance, and soft-skills training across corporate, healthcare, and public sectors. Skilled in LMS administration (Litmos, Docebo, Workday), content creation (Articulate Storyline, Rise, Captivate), and data-driven performance improvement. Experienced in project management, hybrid facilitation, and scalable onboarding programs with a focus on accessibility (AODA) and inclusive learning design.

EXPERIENCE

LEARNING CONSULTANT

[Inventive Learning Solutions](#) | Toronto | June 2025 – Present

Evaluate clients' learning needs and recommend creative learning solutions.

- Custom Workshop Development:** Unlock the full potential of learners through tailored curriculum design and dynamic delivery of leadership development programs.
- Needs Assessment:** Conduct a comprehensive and time-sensitive training needs assessment to identify learner strengths and present achievable solutions to address any identified performance gaps.
- LMS Migration:** Plan and map the migration of data from an old system to a new LMS. Conduct quality assurance by testing the new system, establishing communication plans, and training stakeholders. Assist with planning and launch of new learning programs.
- Capture Business Expertise:** Develop a strategy to capture and make business expertise easily accessible to all employees.

PROFESSIONAL DEVELOPMENT

January 2023 – May 2025

Focused on personal growth while staying current in instructional design, AI learning trends, industry accessibility standards and learning technologies.

LEARNING EXPERIENCE DESIGNER (CONTRACT)

RGA | Toronto | October 2021 – December 2022

Led RGA's Underwriting Training Program (UTP) by creating online learning experiences using advanced instructional design (ID) and learning experience (LX) principles. Conducted effective needs analysis, project management, course development, and evaluation involving diverse learners.

- Course and Content Creation:** Led the development of learning content through project planning, storyboarding, and digital asset creation using Articulate Rise and Storyline. Crafted meaningful learning experiences using adult learning principles and a commitment to equity, diversity, and inclusion (EDI). Enhanced course completion rates by 20% through interactive design and learner feedback integration.
- Program Management:** Managed learner records and tracked professional development, enhancing organizational culture, and integrating new educational talent. Implement evaluation tools to assess learning effectiveness, identify performance gaps, and drive continuous improvement while staying updated on the latest trends in instructional design, learning technology, and accessibility standards. Met accreditation standards for continuing education and adhering to accessibility guidelines (AODA), creating an inclusive environment for all learners.
- LMS Administration:** Handled the administration and troubleshooting of the Learning Management System (Litmos), including design, infrastructure, and user issues. Developed essential documentation for future audits.

TECH SKILLS

Articulate Storyline & Rise

Adobe Captivate

Camtasia

Lectora

Docebo, Litmos, Workday

Microsoft SharePoint

Constant Contact, Canva

Wrike, Ascend Software, Brillium

PROFESSIONAL DEVELOPMENT

Toastmasters International

The Institute for Performance and Learning (I4PL)

E-Learning Heroes

REFERENCES

AVAILABLE UPON REQUEST



EXPERIENCE - CONTINUED -

- **Project Lead:** Managed and troubleshooted the Learning Management System (Litmos), including design, infrastructure, and user issues. Developed documentation for future audits.

LEARNING COORDINATOR

Canadian Credit Union Association | Toronto | September 2019 – September 2021

Supported the Education Department by creating, optimizing, and enhancing training programs for a more impactful learning experience.

- **Content Creation:** Collaborated with subject matter experts to create or update existing courses using Storyline and PowerPoint. Developed course descriptions, assessment content, job aids, templates, and online resources for new courses.
- **Facilitation:** Hosted over 300 Zoom and WebEx online learning sessions. Ensure learner satisfaction by adjusting live lesson plans while safeguarding course integrity.
- **Research and Optimization:** Created recommendation research reports for new provincial compliance courses and training, encompassing costs, prerequisites, accessibility, and other requirements. Published quarterly newsletters via Constant Contact detailing new department processes, interviews, research, and industry updates.
- **Support:** Tested new e-learning material via Articulate Review, ensuring the courses meet AODA compliance requirements. Prepare competitive reports for in-house financial compliance courses with new vendor offerings. Trained Subject Matter Experts to deliver online courses effectively. Assisted with data migrations for new LMS (Docebo).

ADMINISTRATIVE ASSOCIATE (CONTRACT)

AltisHR | Toronto | October 2018 – August 2019

TRAINING ASSISTANT (CONTRACT)

Ministry of Health and Long-Term Care | Toronto | January 2018 – September 2018

Supported and facilitated impactful project management for the Emergency Health Services Operations in Central East Ontario, delivering measurable results that enhanced service effectiveness.

- **Team Lead:** Organized and delivered a series of micro e-learning seminars aimed at promoting best practices in a dynamic environment, achieving immediate results among participants. Assessed the effectiveness of these sessions through detailed feedback reports. Additionally, successfully designed, developed, and conducted Visio training sessions via Adobe Connect, providing job-aid handouts to support learners.
- **Needs Assessment Report:** Conducted a needs assessment for the 911 dispatch officers' training program in Ontario to identify strengths and performance gaps through interviews, discussions, and surveys. The assessment resulted in a report with a recommended action plan and a sample survey, which is now used for post-training evaluations of dispatch officers.

BUSINESS DEVELOPMENT ASSOCIATE

Conduent | Toronto | September 2014 – December 2017

Supported all Pension Administration Software sale opportunities, actively contributing to the content and win strategy.

- **Client Needs Assessment:** Organized and managed Annual Conferences to build on existing client relationships through a series of training workshops and seminars. Arranged ongoing webinars to identify client and industry needs surrounding the Pension Market. Designed training agenda and arranged for guest speakers based on needs assessment while reviewing event success through a formal client satisfaction survey. Received an average of 80% and over on stakeholder satisfaction reviews.
- **Marketing Support and Training:** Developed and managed the creation of customer collateral, including website, email campaigns, social media, and trade show hand-outs, as well as key inbound sales tools such as leadership articles, white papers, and case studies. Design and facilitate sales orientation seminars for new staff. Facilitated successful company transition from Xerox to Conduent by assisting in branding methodology and staff training delivery.