

Lisa Hollon

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Professional Experience

Cigna Healthcare

Remote

Operations Learning Advisor/ Program Manager

June 2023 – Present

- Developed and executed a comprehensive company-wide learning strategy that aligns with organizational growth objectives, focusing on leadership development and talent pipeline growth.
- Increased employee performance by 15% through data-driven, scalable learning initiatives that addressed key skill gaps and evolving business needs.
- Spearheaded the design and implementation of self-guided, innovative course content, enhancing learner engagement and knowledge retention across multiple business units.
- Standardized instructional design processes, reducing content development time by 30% and ensuring consistency across departments.
- Utilized data analytics to measure program effectiveness and continuously improve learning solutions, aligning outcomes with company goals.

Workday

Remote

Senior Program Manager

October 2022 – April 2023

- Led the development of global leadership development programs, resulting in a 25% improvement in customer satisfaction and a stronger leadership pipeline for future growth.
- Designed and launched certification programs to boost product knowledge among Customer Success Managers, enhancing client interactions and satisfaction.
- Partnered with cross-functional teams in marketing and product departments to ensure seamless execution of training initiatives, improving alignment with business goals.
- Used data-driven insights to optimize program design, improving Customer Success performance metrics and employee engagement.

Cigna Healthcare

Remote

Enterprise Onboarding Program Manager

August 2021 – October 2022

- Directed a comprehensive redesign of the Leadership Orientation Program, accelerating executive onboarding by 40% and improving long-term performance.
- Collaborated with senior leadership to align onboarding programs with corporate culture and strategic objectives, ensuring a seamless experience for new hires.
- Implemented process improvements that resulted in a 30% increase in onboarding effectiveness and program alignment with business goals.

Cigna Healthcare

Remote

Senior Instructional Designer

March 2020 – August 2021

- Designed and delivered high-impact, interactive e-learning solutions under tight deadlines, resulting in a 20% reduction in training time and increased program efficiency.
- Mentored new instructional design team members, accelerating their integration into the organization, and contributing to improved team productivity.
- Utilized Articulate 360, Camtasia, Vyond, and Canva to develop engaging, accessible e-learning materials that improved learner engagement and knowledge retention.

Optum

Remote

Instructional Designer

May 2019 -March 2020

- Created and updated course materials that enhanced learner engagement and business value, driving a measurable improvement in knowledge retention.
- Collaborated with stakeholders to design e-learning modules, facilitator-led training, and soft-skills programs that addressed critical organizational needs.

Anthem

Cincinnati, Ohio

Instructional Designer

September 2018 – May 2019

- Developed engaging, accessible training programs for internal teams, ensuring compliance with healthcare regulations and improving performance.
- Partnered with subject matter experts and cross-functional teams to implement blended learning programs for both new and existing employees.

Optum

Remote

Senior Trainer

December 2015 – September 2018

- Delivered virtual training for over 500 new hires, achieving an 80% retention rate after six months by enhancing training processes.
- Streamlined training delivery, increasing learner engagement, and reducing time-to-proficiency across the organization.
- Designed curricula and delivered programs that addressed complex training needs, leading to an improvement in learner competency and time-to-proficiency.

Skills

Program Management • Project Management • Leadership Development • Instructional Design • Organizational Development • Data-driven Learning Strategies • Talent Development • Cross-Functional Collaboration • Data Analysis • Employee Engagement

Education**Master of Education, Instructional Design and Technology**

Bowling Green State University | Graduated December 2022 | GPA: 3.5

Bachelor of Science, Organizational Leadership and Learning

University of Louisville | Graduated May 2019 | GPA: 3.8, Cum Laude