

# Monika Mikulionis

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## Learning Experience Designer

Innovative instructional designer and educator with experience developing, creating, and continuously improving the full learning experience. Learning and development (L&D) specialist who leverages e-learning expertise and prior teaching background to design engaging, self-paced training modules for all organizational levels. Bilingual communicator (English/Lithuanian) with dual US/EU citizenship open to relocating or serving on global teams. Lifelong learner and creative problem solver who easily adapts and thrives in challenging, fast-paced environments.

## Areas of Expertise

**Core Competencies:** Training Development & Facilitation, Learning Experience Design, Instructional Design, e-Learning, L&D, Curriculum Development, Project/Program Management, Adult Education, Cross-functional Collaboration, Vendor Relations

**Learning Management Systems:** LearnUpon, EdApp, Totara

**Other Software & Tools:** Articulate 360 Suite, TechSmith Suite (Camtasia, Snagit), Google Suite, Microsoft Office, GotoWebinar, Zoom, Microsoft Teams, Wix, Squarespace, WordPress, Canva, Trello, Miro, Vyond, Confluence, Asana, Adobe CC (Illustrator), HubSpot

## Learning & Development Experience

Salesforce

**Learning Experience Designer (Contract role) | Aug 2023 - Feb 2024**

- Collaborated with teammates to develop and redesign sales onboarding program
- Curated and improved storyboards for deployment of online courses and curriculum for sales and industry roles

HubSpot

**Learning Experience Designer | Jan 2022 – Feb 2023**

- Developed scalable processes to convert instructor-led trainings into self-paced e-learning offerings. Reduced manager onboarding program duration from 16 weeks to 12 weeks.
- Launched Upward Feedback Survey (UFS) for employees, achieving 90% email response rate and increasing completion rate by 15%.
- Created UFS Wiki pages providing FAQs, contact information, and survey dates.. Increased Wiki page views 75%, significantly reducing email correspondence regarding UFS.
- Produced HR manager compensation learning materials (i.e., audio, video, and role plays), earning VP approval.
- Designed simple-to-navigate team building Wiki pages within a strict 60-day deadline.

## Additional Responsibilities

- Visualized full learning experience design process using storyboards, wireframes, and prototypes.
- Enhanced training content by measuring program success and implementing interactive maintenance processes.
- Analyzed individual contributor's learning needs via rapid work analyses.
- Designed engaging learning experiences for people managers in collaboration with people analytics, HR, and strategic operations.
- Provided Totara LMS user troubleshooting in partnership with the learning technology team.
- Performed basic coding on Totara to align learning with HubSpot brand and personalize learning experiences for managers and directors.

## CENTURY 21 Affiliated

### **Instructional Designer & Education Trainer** | Jul 2017 – Dec 2021

- Crafted and implemented tiered learning series for 2K+ agents to increase proficiency in key tools and systems.
- Developed 75+ online courses within 3 months in response to COVID-19.
- Saved L&D department 10+ hours per week by utilizing Wix for webinars, self-paced e-learnings, calendar links, and manager resources.
- Served on the event committee, including coordinating logistics for the 500-agent annual rally and planning/facilitating sessions for office admin week.
- Built out the company intranet from scratch as an integral part of the website committee. Partnered directly with vendor to gather content, organize files, design banners, and ensure accessible, diverse content.

## CENTURY 21 Affiliated (*Continued*)

### **Additional Responsibilities**

- Built an in-depth training curriculum for new hires and office managers. Facilitated in-person and web-based training.
- Created 50+ interactive, web-based, step-by-step process-training videos for agents and office managers covering software product knowledge and LearnUpon navigation.
- Implemented and edited podcast for CEO during COVID-19 as a method to increase communication for company.
- Presented monthly in-person/online training sessions for individuals and groups of 30-50 agents on product knowledge and technology.
- Transformed sales training from hour-long webinar to animated video. Launched website containing consolidated agent resources and visual aids.
- Achieved organizational goals by collaborating with internal/external stakeholders.

## **Teaching Experience**

### NORTHVILLE PUBLIC SCHOOLS

**Early Childhood Educator (Ages 3-5)** | Aug 2016 – Jul 2017

AUPAIRWORLD.COM (*based in Clonakilty, Ireland*)

**Au Pair (Ages 1-3)** | Jan 2016 – Jun 2016

OUR LADY OF GOOD COUNSEL SCHOOL

**Long-term Substitute Teacher (Grade 1)** | Sep 2015 – Dec 2015

LISLE PUBLIC SCHOOLS

**Elementary Educator (Grade 2)** | Aug 2014 – Jun 2015

ST. JOAN OF ARC SCHOOL

**Elementary Educator (Pre-school)** | Aug 2012 – Jun 2014

## **Education & Credentials**

ELMHURST COLLEGE

**Bachelor of Arts (BA), Early Childhood Education**

CENTER FOR COMMUNICATION & ENGLISH LANGUAGE TEACHING

**Teaching English as a Second Language (TESOL) Certification**

## **Community Involvement**

MADISON VILNIUS SISTER CITIES, INC.

**Board Member & Website Designer** | 2018 – Present

LASAGNA LOVE

**Volunteer Cook** | 2022 – Present

