Oriana Greene

Learning Systems Designer (LSD) & UX/UI Specialist

EDUCATION

University of MarylandGlobal Campus,
Jan 2023 - Jan 2025
Learning Design and Technology
University of Maryland Global Campus,
Jan 2014 - Jan 2020
BS, Business Administration and Financial
Planning
George Washington University,
Jan 2020 - Dec 2020
UX/UI Certification

SKILLS

- CRMSoftware Development
- Academic Writing
- UX Writing & Content Strategy
- Microcopy & Content Patterns
- Content Style Guides & Governance
- Cross-Platform Copy Solutions
- Instructional Design & eLearning Content
- Accessibility & Inclusive Design (Section 508)
- UX/UI Design Principles
- Stakeholder Collaboration & Facilitation
- Adobe Creative Suite, MS Office, LMS Platforms
- Technical Writing & Editing
- Documentation Tools (Adobe Creative Suite, MS Office, LMS platforms)
- Content Strategy & Knowledge Management
- Collaboration with SMEs & Cross-Functional Teams
- eLearning Development & SCORM Compliance
- UX/UI Principles for Documentation
- Accessibility & Section 508 Standards

ABOUT ME

Seasoned LMS Program Manager and Instructional Designer with 13+ years of experience leading backend implementation, support, and optimization of Workday and Cornerstone platforms in Agile environments. Spearheaded enterprise-level LMS migrations, ensuring SCORM compliance, accessibility (Section 508/WCAG), and seamless training content integration. Skilled in managing structured documentation systems, uploading and organizing learning modules, and supporting workforce enablement through scalable, compliant learning ecosystems. Proven collaborator with cross-functional teams to align system capabilities with business needs.

PROFESSIONAL EXPERIENCE

Leadership Training & Development Specialist
GuestServices,Inc.—Fairfax,VA | 2016-Present

- Led the creation of user-friendly instructional content, microcopy, and UX-focused documentation for a workforce of 5,000+ employees.
- Partnered with product managers, consultants, and developers to define content strategy during LMS migration (Cornerstone → Workday), ensuring consistency across platforms.
- Developed and enforced style guides, templates, and content governance standards to improve clarity and accessibility of training materials.
- Facilitated training sessions for internal teams, scaling documentation best practices and enabling content consistency across departments.
- Conducted user research and feedback analysis to refine copy, resulting in a 25% reduction in learner support tickets.

Editorial Office Manager
InternationalPharmaceuticalQuality(IPQ)—WashingtonDC | 2014–2016

- Directed editorial strategy for regulatory and technical publications, shaping content guidelines and ensuring clarity for diverse audiences.
- Collaborated with SMEs and compliance experts to translate complex regulatory information into accessible, actionable copy.
- Maintained documentation databases with version control, enhancing content governance and accessibility.
- Elevated editorial standards and streamlined content workflows, improving usability across digital and print formats.

Customer Service Representative
Pepco Holdings, Inc. — Washington, DC | 2012 – 2014

- Authored and maintained knowledge base documentation, improving content discoverability for customer service teams.
- Produced microcopy and FAQs that enhanced self-service tools and reduced average resolution times.
- Partnered with cross-functional teams to improve process documentation, ensuring accuracy and compliance.

LMS Backend Implementation
&
Support

SYSTEM CONFIGURATION

- Configured Workday Learning environment (sandbox and production) for scalable learning delivery
- Defined learning object types, delivery modes, and categories
- Enabled SCORM compliance settings and content tracking functionality
- Aligned backend configurations with HR, legal, and compliance workflows

DATA MIGRATION & INTEGRATION

- Migrated historical training data from Cornerstone LMS to Workday
- Mapped and validated user records, course completions, and transcript data
- Partnered with developers to ensure successful data uploads and system readiness
- Maintained data integrity through validation checks and audit trails

CONTENT MANAGEMENT & UPLOAD

Uploaded SCORM, video, and PDF content to Workday Learning
Managed learning catalogs, metadata tagging, and learning program structures
Tested course functionality for launch, tracking, and completion accuracy
Archived legacy content and ensured compliance with version control standards

USER ACCESS & SECURITY

- Defined and managed roles, permissions, and security groups for learners and admins
- Ensured data access aligned with privacy and security protocols
- Supported learning administrator enablement and role-based access testing

LEARNING WORKFLOW DESIGN

- Built automation rules for training assignments, enrollment paths, and program prerequisites
- Configured onboarding, compliance, and role-based learning workflows
- Integrated learning plans with job profiles, milestones, and hiring events

TESTING & VALIDATION

- Led UAT cycles for new course content and backend configurations
- Validated content performance across various user roles and learning paths
- Monitored SCORM tracking and resolved launch errors, system bugs, and compatibility issues

ACCESSIBILITY & COMPLIANCE

- Applied Section 508 and WCAG 2.1 guidelines to ensure learning accessibility
- Collaborated with content developers to remediate inaccessible learning modules
- Ensured content met regulatory and compliance training standards

REPORTING & LEARNING ANALYTICS

- Developed dashboards for completion tracking and compliance audits
- Generated ad hoc and scheduled reports for stakeholders
- Used data to identify learning gaps and drive content improvements

POST-IMPLEMENTATION SUPPORT

- Provided technical and functional support to end-users and administrators
- Maintained system documentation and learning object lifecycle governance
- Led internal training sessions on backend tools and content management workflows
- Continuously improved the learning ecosystem through feedback, testing, and enhancements

STAKEHOLDER & VENDOR COLLABORATION

- Coordinated with Workday consultants, IT teams, HRIS, and business leaders
- Documented system configurations, process flows, and business requirements
- Acted as liaison between stakeholders and technical teams for change requests