



# andi seggerman

designer | facilitator | dreamer

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## summary

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learning designer whose style blends technical expertise with thoughtful, learner-centered design. proactive, collaborative, and highly adaptable, with a proven ability to balance competing project demands. approaches design through a lens of wonder, using technology and creativity to spark curiosity and sustain learner engagement.

## experience

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**special assignment, learning design**      aug '25 - present  
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- builds engaging learning solutions in alignment with learning objectives using instructional design principles.
- applies advanced technical skills in articulate storyline to develop interactive and gamified eLearning materials.
- designs media-rich content and assets using adobe creative cloud, including custom graphics and interactive elements.
- partners with subject matter experts and peers to deliver high-quality blended content across multiple learning modalities.

**facilitator, learning support team**      dec '23 - aug '25  
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- supported the design and deployment of a pilot PSS+ upskilling program aligned to senior leadership goals, contributing to improved KPIs across participating cohorts.
- partnered with the design team to refine instructional materials based on learner feedback, facilitator input and field insights to enhance effectiveness and usability.
- assisted with training implementation for diverse audiences, including on-site support for curriculum delivery as required.

**brand advisor, cincinnati reservations**      dec '22 - dec '23  
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- coached and mentored team members to close performance gaps, leveraging adult learning principles.
- supported training initiatives by reinforcing understanding and application on the job.
- helped teams adapt to new policies and workflows by engaging with learning materials and creating resources to address gaps.

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ideation | strategic | relator | input | individualization

## skills

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articulate storyline/rise  
adobe creative cloud  
certified walkme builder  
microsoft products  
project management  
web development  
photo & video editing  
adult learning theories

on-site support (ilt)  
virtual delivery (vlx)  
on-the-job training  
assessments & reporting  
lms admin functions  
classroom management  
dei mindset

call recording/analytics  
live contact observation  
workforce management  
coaching & mentoring  
high-level confidentiality  
kpi reporting & analysis  
amazon connect

*click below to  
view my portfolio!*



design  
facilitation  
leadership