



Meagan R Jenkins

LEADER IN EDUCATION PROGRAM STRATEGY & DEVELOPMENT

CONTACT



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EDUCATION

Middle Tennessee State University Murfreesboro, TN

Masters in Education, Curriculum and
Instruction, 2010-2011

Georgia State University Atlanta, GA

Bachelors of English, Creative Writing,
2003-2007

Licensed Scrum Master & Product Owner,
Scrum Inc.

PROGRAMS USED

Articulate 360	GSuite
Captivate	Hubspot
Camtasia	Pendo
Microsoft Suite	LMS:
SnagIt	• Skilljar
Zendesk	• Northpass
Salesforce	• Thinkific
	• HealthStream

WORK EXPERIENCE

PROTENUS (NOW BLUESIGHT) 2021-PRESENT SENIOR CUSTOMER EDUCATION MANAGER

- Built the customer education program from the ground up including overall education strategy, formalized scripts and slide decks for 1:1 instructor-led training (ILT), scaled 1:many ILT, and on-demand eLearning modules
- Selected and implemented a customer-facing LMS
- Designed and developed Protenus Academy, our on-demand customer training program, including all new user training and continuing education for existing customers
Implementation of this program resulted in a 12% decrease in tier 1 support tickets and a 29 point increase in NPS over those not trained in Academy
- Owned the customer Help Center/Knowledge Management content strategy, including information architecture, content governance, and cross-team collaboration for a shared ownership approach
- Worked closely with product and business leaders within Agile framework to identify areas of opportunity for continuing education

UPDATER, 2023 SENIOR CUSTOMER ENABLEMENT MANAGER

- Oversaw the rapid development of a complete education program covering three software products for various stakeholders (transportation service providers/moving companies, US government personnel, internal and contracted customer support). The program includes targeted learning paths for ten different learner personas
- Implemented a customer-facing LMS, including design and all content, in ~3 weeks
- Worked closely with product and engineering to develop an automated system to gate new users from accessing the software until they have completed the training program



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TRAINING & INSTRUCTIONAL DESIGN

WORK EXPERIENCE, CONTINUED

CM GROUP, 2020-2021

INSTRUCTIONAL DESIGNER & PROGRAM MANAGER

- Subject matter expert for instructional design
- Team Lead for program managers and customer enablement
- Program Manager for Emma line of business
- Implemented a global, scalable training strategy to support sales & CS teams supporting 7 different brands within CM Group across 8 countries
- Designed and developed engaging training content for employee onboarding and sales/CS enablement
- Worked with business leaders to identify areas of opportunity for enablement programs (both internal and customer)

CONFIRMATION (PART OF THOMSON REUTERS), 2018-2020

TRAINING MANAGER

- Managed all aspects of the training team
- Led the design and development of engaging training for internal employee onboarding as well as external clients who were both new and advanced users of the Confirmation platform. Training programs included in-person, online, and self-study (NASBA-certified CPE programs)
- Delivered weekly web training for new and advanced external clients
- Oversaw the development of a global, scalable training strategy, including the development and implementation of a train-the-trainer certification program
- Worked closely with Product Managers to ensure product updates/new features were accurately documented, trained, and communicated to internal teams and customers
- Licensed Scrum Master & Product Owner

HCA PHYSICIAN SERVICES GROUP, 2016-2018

INSTRUCTIONAL DESIGNER II

- Developed, maintained, and delivered content-specific curricula, including work flow demos and other e-learning. Main program focus was eClinicalWorks and all partner products
- Engaged subject matter experts during testing phase of new products to ensure changes in functionality or new functionality were communicated/trained appropriately
- Upkeep of Learning Management System & departmental SharePoint sites
- Promoted internally from Trainer to Instructional Designer to Instructional Designer II within 1.5 years