

Jennifer Bosworth, MA

Learning & Development Manager, Strategy & Operations

Learning Strategy, Operations & Evaluation

My approach to learning is shaped by experience across firefighting, higher education leadership, early childhood education, and workforce systems.

Learning and development leader with 20 years of experience building scalable programs, strengthening operations, and using evaluation and data to improve workforce performance.

AREAS OF EXPERTISE

Strategy & Workforce Capability Development

Program Leadership & Operational Execution

Evaluation Strategy, Analytics & Performance Insights

Learning Systems, LMS & Governance Models

Learning Solutions & Program Architecture

Onboarding Strategy & Role-Based Workforce Development

Stakeholder Partnership & Cross-Functional Influence

Process Improvement & Scalable Program Infrastructure

TECHNICAL SKILLS

Enterprise & Learning Platforms: Canvas, Moodle, Intellum; Ellucian Colleague & Self-Service; SAP SuccessFactors (User-Level)

Analytics & Reporting: Excel (Advanced), Power Query, Power BI

AI & Workflow Enablement: LLM prompt design, AI-assisted content drafting and review, translation workflows, automation and analysis

Operational Systems & Documentation: SOP development, process and workflow documentation, operational guidance materials

Learning Design & Development Tools: Articulate Rise & Storyline, Canva, Mural, Mentimeter

Collaboration & Work Platforms: Microsoft 365, Zoom, Jira, Slack

PROFESSIONAL EXPERIENCE

Interpreter Education Specialist (*Learning Programs, Systems & Operations*) | 06/2022 - 12/2025
Sorenson Communications | *Remote*

- Designed and implemented an enterprise evaluation and feedback system for New Hire Training, integrating learner surveys, facilitator input, and program tracking tools to inform training improvements.
- Established a standardized survey framework used across training programs supporting seven business lines, enabling consistent analysis and cross-program insights.
- Analyzed learner feedback and training data to identify themes and support program improvements and stakeholder decision-making.
- Led cross-functional learning initiatives across seven business lines supporting the workforce, driving curriculum updates and program improvements.

- Partnered with facilitators and training leadership to communicate insights and support data-informed improvements to training programs.
- Coordinated onboarding learning experiences for 1,000+ newly hired employees, including facilitation, materials, and program components.
- Developed and refined learning materials for workforce training programs, including eLearning, virtual instructor-led training, job aids, instructional videos, and facilitator guides.

Department Chair | 11/2013 - 06/2022

Asheville-Buncombe Technical Community College | Asheville, NC

- Directed curriculum and program redesign across degree and certificate programs using enrollment data, learner performance trends, employer feedback, and industry standards.
- Transformed a declining credential portfolio into a multi-pathway learning program with 5 degrees (4 transfer pathways) and 2 stackable certificates by introducing scalable program architecture and transfer-aligned pathways in collaboration with faculty, statewide partners, and institutional leadership.
- Led a cross-sector workforce workgroup and served on the steering committee for a county-level strategic initiative, contributing to efforts that secured \$3.6M in public investment.
- Established a cross-institution workforce pipeline connecting high school, community college, and university programs, strengthening long-term talent development and workforce capacity.
- Reduced student withdrawals by 51% and increased success and retention by 22% through data-informed program redesign and targeted student success initiatives.
- Built faculty capability across full-time and adjunct instructors through instructional coaching, observation, and collaborative planning, driving consistent, job-aligned learning experiences across online and in-person programs.

PROFESSIONAL EDUCATION

Graduate Certificate, Learning, Design & Technology | University of NC Charlotte- Charlotte, NC

Master of Arts: Teaching | Western Carolina University - Cullowhee, NC