

# KRISTIN FIORE

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## PROFESSIONAL SUMMARY

Instructional designer with 16+ years of experience creating high-impact learning solutions across cloud infrastructure, DevOps, and enterprise platforms. Adept at translating complex technical material into engaging online, classroom, and blended formats using agile and learner-centric approaches. Strong track record in building scalable curricula for engineers, elite customers, and new hires. Background in journalism and design brings strength in storytelling, research, and clarity. Trusted contributor on high-stakes, ambiguous projects.

## TOOLS & TECHNOLOGIES

Expert in Articulate (Storyline and Rise) 360, Captivate 2019, Camtasia 2021, Audacity, LMS.  
Proficient in HTML5, CSS3, Bootstrap 5, Gimp, VS Code, Google and Microsoft Office programs.

## EXPERIENCE

### Principal Curriculum Developer

7/2021 - present

Oracle (Oracle Cloud Infrastructure), Seattle, WA

- Collaborated with SMEs to develop advanced training and exams for Oracle Cloud Infrastructure Certifications (DevOps, Networking, Architect Pro, Data Science). Courses include several hours each of complex technical content, architecture diagrams, labs, demos, and exam questions.
- Developed New Hire Technical Onboarding Curriculum for software engineers, framing extensive existing materials with exercises, context, questions, labs, and an overall story to create a cohesive 40-hour program. Developed in Articulate Rise.
- Created VIP customer courses and playbooks for partner reseller cloud platform Oracle Alloy. Developed in PowerPoint and Rise. My pilot course won the entire team Articulate licenses from leadership and earned the Magma Award for Put Customers First.
- Created several technical courses with labs, scenarios, and demos for both internal engineers and external customers. Developed in Rise, Storyline, Camtasia, Captivate, and PPT-to-video.
- Selected by skip-level manager for AI and Five-year Vision teams to impact department's direction with AI and new technologies, based on my AI research and team presentation.

### Senior Instructional Designer

8/2020 – 7/2021

Premera (Blue Cross), Seattle, WA

- Created webinars, e-learns, and workflow job aids, and coordinate learning activities for Premera's Re-Platform initiative, which streamlines company processes through technological innovation. Topics include compliance, database integration, and IT incident and problem management. Perform learning analyses and develop success KPIs for major initiatives.

### Senior Instructional Designer

9/2019 – 7/2020

Oracle (Oracle Cloud Infrastructure), Seattle, WA

- Developed interactive online courses on DevOps, OCI onboarding and core cloud services, JIRA tool best practices, change management, and on-call for all OCI Operations employees.
- Created extensive learning paths, tutorials, standards, and templates for e-learning software, other multi-media programs, and OCI training developer onboarding.
- Collaborated with other instructional designers and program managers to develop workflow processes and documentation for end-to-end curriculum development process.
- Built strong relationships with subject matter experts (SMEs) in several departments, leveraging their knowledge to anticipate future training needs. Interviewed 50+ SMEs in three months.

**Instructional Designer**

1/2019 – 7/2019

Microsoft, Redmond, WA

- Developed Identity Access and Security Management training for Enterprise IT Administrator Microsoft Certifications, which formed the basis for the advanced Microsoft 365 cert exams.

**Instructional Designer**

11/2018 – 1/2019

Amazon, Seattle, WA

- Created Adobe Connect virtual instructor-led (VILT) courses for Amazon infringement investigations teams, increasing accuracy and speed of claim handling.

**Instructional Designer**

8/2018 – 10/2018

Microsoft, Redmond, WA

- Created online training for Microsoft manufacturing, automotive, retail, and government sales teams regarding digital disruptors. Implemented compliance and accessibility requirements.

**Instructional Designer**

3/2010 – 8/2015

Microsoft, Redmond, WA

- Raised approval from 75% to 92% for New Hire and Ongoing Training for more than 300 Partner agents worldwide. Created blended learning in Storyline and Captivate with interactive demos, top call driver scenarios, and job aids. Developed over 25 new hire courses in business, soft skills, and technical areas such as cloud solutions, identity and security, and IT admin.
- Mastered end-to-end process – including needs analysis, storyboards, development, SCORM implementation in LMS, course evaluations, and KPI metrics evaluation.
- Uploaded and maintained courses in Cornerstone LMS, including metadata and L1/L3 feedback.
- Interviewed senior SMEs and gathered complex information to translate to multi-level audiences. Cross-functional, interdepartmental collaboration with global trainers, engineers, program managers, content developers, and business stakeholders.
- Incorporated adult learning theory, ADDIE, SAM, Agile, Bloom's taxonomy, and Kirkpatrick methodologies into processes. Implemented global compliance and accessibility requirements.

**Lead Instructional Designer**

7/2006 – 2/2009

Boeing, Seattle, WA

- Led creation of several integrated online courses using Captivate. Cut team's development time by 70% to meet flight test deadlines. Excelled in ambiguous, flexible, high-stress environment.
- Mentored new team in Captivate and Quizmaker; developed standards and templates.
- Initiated inter-departmental trainer collaboration to share wisdom and resources.

## EARLY CAREER HIGHLIGHTS

- Editor (IT Compliance Institute, Seattle, WA. 11/2005—5/2006). Helped increase website traffic 20% by writing and editing articles on corporate compliance. Built out research database.
- Web Designer (independent contractor, Seattle, WA. 1/2005—11/2005). Created business web sites using CSS, XML, HTML, JavaScript, and Dreamweaver.
- Instructional Designer (UNC Chapel Hill, NC. 8/2002—5/2004). Developed online manuals and live curriculum for multimedia and web design software.
- Editor / Writer (Laguna Art Museum, Laguna Beach, CA. 8/2001—7/2002). Edited exhibition catalogs, wrote fundraising letters and press releases, and researched artists.
- Technical Writer (Winfire DSL, Newport Beach, CA. 1/2000 - 3/2001). Created 300+ page TechWeb support site, installation guides, and training manuals. Answered email queries.
- Journalist (LA Weekly, OC Weekly & freelance, Los Angeles, CA. 5/1997 - 1/2002). Wrote, researched, fact-checked several articles on the arts, health, and business.

## EDUCATION

Masters in Library and Information Science. University of North Carolina at Chapel Hill.  
Focus: online learning and research.

BA in Art History. University of California at Los Angeles. College Honors.

## LINKS

LinkedIn: <https://www.linkedin.com/in/kristinmfiore/>

Portfolio: <https://www.kristinfiore.com/>