

# HEATHER RICKEY

## DESIGN INSTRUCTION & E-LEARNING

### CONTACT



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Northern California

### EDUCATION

#### MASTER'S OF SCIENCE IN ORGANIZATIONAL DEVELOPMENT

Concentration: Workplace Instructional Design

Avila University

2020 - 2022

#### BACHELOR'S OF BUSINESS ADMINISTRATION

Avila University

2012 - 2018

### SKILLS

Instructional Design

Organization, Leadership, Adaptability

Collaboration, Problem Solving

Strong Communication

Appreciative Inquiry

### CERTIFICATIONS IN PROGRESS

AGILE Meets Design Thinking

Uncommon Sense Teaching Specialization

Powerful Tools for Teaching and Learning:

Digital Storytelling

### SUMMARY

Professional, entry-level instructional designer, experienced in developing, implementing, and delivering, specializing in adult education, learning management systems, and E-learning.

### EXPERIENCE

#### CONSULTING

H & T Consulting

2022

- Provide solutions to the client's changing business needs
- Determine the scope of intervention, analyze data to determine the client's needs, investigate and present resolutions.

#### REGIONAL OPERATIONS MANAGER

Ritchie Bros

2022 - Present

- Manage, coordinate and report the annual regional operating budget
- Develop and implement new efficiency plans, and communicate policies, processes, and procedures
- Partner with the professional development department to develop and implement training for multiple departments synchronous and asynchronous.

#### YARD MANAGER, CHEHALIS, WASHINGTON

Ritchie Bros

2019-2021

- Oversee facility management, ensure environmental and safety operations were priority
- Supervise multi-disciplinary teams, ensure career development was a focus
- Manage, plan and facilitate quarterly auction events

#### SENIOR CUSTOMER SERVICE MANAGER

Ritchie Bros

2009 - 2019

- Auction operations and administration, contract management, world class customer service.
- Provide support for the corporate professional development team to develop and deliver curriculum and training material