Hello, I'm Janelle Delbello.

INSTRUCTIONAL DESIGNER

Experience

Intuitive, Sunnyvale, CA
INSTRUCTIONAL DESIGNER

May 2018 - Present

Customer Service Product Training

Planned, developed, and implemented instructor-led training (ILT) on surgical robotic systems, instruments & accessories for all US Customer Service employees

- Identified, gathered and organized content, partnering with technical and clinical SMEs
- Developed course structure and coordinated class logistics, including scheduling a pilot class & onboarding instructors

Field Engineer Training Protocols

Documented robust protocols for instructor-led technical training focused on surgical robotic system troubleshooting and repair

- Authored instructor guides, homework assignments, hands-on labs, and assessments based on learner-centered training objectives
- · Managed timelines and deliverables for a cross-functional project team

CRM VILT Phase 1

Led first phase of virtual instructor-led training (VILT) for Services employees

- Reviewed and redesigned existing instructor-led SAP CRM training for the virtual environment
- Developed course materials, including instructor guide, participant guide and slides; validated course content with SMEs

Supported design and development of technical and clinical content for virtual and in person World Wide Services Meetings

Created interactive e-learning for SAP CRM training using Articulate Rise and Storyline; wrote scripts, designed assets, developed interactions and incorporated feedback

Planned, designed and developed animated internal process overview microlearning videos for a global Services audience

University of Calgary Haskayne School of Business, Calgary, AB **TEACHING & LEARNING COORDINATOR**

May 2016 - July 2017

- Supported Haskayne faculty in the development of curriculum, course materials, and assessments using current educational technologies and methodology
- Served as product subject matter expert for Desire2Learn LMS through the creation of training and job aids, and by providing troubleshooting support

Connect Society, Calgary, AB

TEACHER

August 2015 - May 2016

- Leveraged educational best practices to design, develop and execute an extensive curriculum focused on total communication and social development for deaf children
- Composed Individual Education Plans (IEPs) for each student, communicated goals and strategies to parents & oversaw the achievement of year-long learning goals

CONTACT

janelle@janelledelbello.com 669.268.8254 www.janelledelbello.com San Jose, CA

EDUCATION

M.A. Ed. Instructional Technologies

San Francisco State University 2017–2019

B.Ed. French Immersion

University of Lethbridge 2014–2015

B.A. French

University of Lethbridge 2008–2012

TOOLS

Adobe Captivate Camtasia

Adobe Connect Desire2Learn LMS

Adobe Illustrator iLearn LMS

Adobe InDesign Microsoft Office

Adobe Photoshop SuccessFactors LMS

Articulate Rise Qualtrics

Articulate Storyline Vyond

SKILLS

Curriculum Development E-learning Authoring Virtual Training Design Visual Design Technical Writing Workshop Facilitation

AWARDS

Intuitive: Making a Difference Award Q1 2020

Learning 30 Under 30 2019

CERTIFICATES

Business & Technical Writing

University of Calgary 2017–2018

American Sign Language 101

University of Calgary 2016

Mental Heath First Aid

Mental Health First Aid Canada

DELF B2 (French Language Diploma)

DELF DALF au Canada 2012