ANGELA BEEMER

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PROFESSIONAL OVERVIEW

Brandon Hall Award-winning instructional designer and facilitator with 10+ years designing training and 15+ years in learning and development overall. Designs and delivers world-class training, working directly with executive-level stakeholders to translate complex, technical concepts into scalable, engaging enablement programs. Combines deep expertise in Adult Learning Theory and instructional frameworks (ADDIE, SAM) with mastery of Storyline, Rise, Camtasia, Adobe CC, and LMS administration to turn complex goals into human-centered learning experiences, both in the design studio and in front of the room. Recognized as the co-inventor of an Internet of Things patent.

EXPERIENCE

Senior Learning Experience Designer | Modern Training & Development
April 2020 to October 2025 | Remote

- Developed interactive eLearning modules, video assets, and digital job-aids for over 60 clients with a worldwide audience of over half a million learners in 8 different languages.
- Directed and oversaw design strategy for all eLearning courses that focused on highly interactive, engaging, and graphic-rich content.
- Leveraged new technologies, design approaches, and AI-enabled workflows to improve production efficiency, learner engagement, and learning outcomes.

Instructional Designer & Project Manager | Contract
October 2019 to March 2020 | Remote

- Collaborated with stakeholders to create comprehensive new hire training programs aligned with organizational goals and onboarding needs for a health and wellness start-up.
- Directed project initiatives to create an annual performance appraisal process.
- Administrator of Learning Management Software (LMS).

Learning Experience Designer II/III | DISH Network
April 2016 to September 2019 | Englewood, CO

- Developed Leadership Immersion and Foundation Training (LIFT) for new Customer Acquisition and Retention managers; LIFT is credited with improving the enterprise save rate by 6.2% and the enterprise close rate by 7.7% which amounts to approximately 232 million dollars annually.
- Used ADDIE and SAM methods to design and develop multimedia trainings including job aids, instructor-led trainings, webinars, eLearning, multi-day blended learning curriculum, and retail sales convention training sessions.
- Managed projects across several internal teams to update and adapt curriculum based on regular training evaluation and two-week business update cycle.

Retail Services Contact Center Training Manager | DISH Network
October 2012 to April 2016 | Littleton, CO

- Wrote and delivered a 4-week in-person new hire training program.
- Facilitated in-person quarterly continuing education sessions.
- Evaluated new hire performance, making improvements through one-on-one coaching and adjustments to the training program.
- Increased employee retention by 47% and promotions by 3%.
- Served as manager on duty, handling regular manager functions alongside training, and supervised new hire direct reports and a training assistant.
- Tracked call center KPIs and group performance metrics to identify training needs, measure training effectiveness, and guide coaching.

Retail Services Contact Center New Hire Trainer & Analyst | DISH Network
September 2009 to October 2012 | Englewood, CO

- Delivered one-on-one new hire training in a fast-paced communication center supporting satellite retailers with more than 5,000 sales locations.

AWARDS

Brandon Hall Awards 2022 | Silver | Best Use of Mobile Learning

- Mobile Enablement | BJ's Wholesale & Modern Training and Development

Brandon Hall Awards 2019 | Silver | Best Sales Leadership Development Program

- Lead Immersion and Foundation Training | DISH Network

Brandon Hall Awards 2018 | Gold | Best Learning Program Supporting a Change Transformation Business Strategy

- Retention Transition to Sales | DISH Network

Brandon Hall Awards 2018 | Gold | Best Use of Blended Learning

- Axiom Training Suite | DISH Network

Brandon Hall Awards 2018 | Bronze | Excellence in Sales Performance

- Direct Sales New Hire Program | DISH Network

The ATD BEST Awards 2019 | Association for Talent Development

- Broadcasting and Telecommunications | DISH Network

PATENT

U.S. Patent Number 11,647,375 | Co-inventor
Providing responders with relevant real-time information via augmented reality (AR) systems (Issued May 2023).

EDUCATION

Utah State University
Bachelor of Science | Communications, Design, and Marketing
University of Colorado | Certificate of Advertising