

AMY FLAUAUS

LEARNING PROGRAM MANAGEMENT | INTERNATIONAL ENABLEMENT

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PROFILE

Learning program leader and instructional designer with 17+ years managing complex learning initiatives from needs analysis and curriculum design through development, quality assurance, launch, and continuous improvement. Experienced aligning distributed stakeholders, translating business and role requirements into measurable learning outcomes, and managing concurrent updates across LMS, content, assessment, and vendor systems. Brings global enablement experience, a finance background, and hands-on QuickBooks use as a former small-business owner.

SELECTED CAPABILITIES

Learning program management | Needs analysis | Learning journeys and curricula | Performance-based objectives | Assessment and job-readiness measurement | Content gap analysis | Cross-functional stakeholder alignment | Content QA and governance | Process improvement | LMS administration | Distributed-team collaboration

EXPERIENCE

Learning Architect, Strategic Education Inc. | Remote | *Feb 2020 - Jul 2026*

- Managed concurrent online learning initiatives from intake and requirements definition through design, build, quality assurance, launch, and post-launch improvement.
- Assessed changes to existing courses and business requirements, identified content and system impacts, prioritized updates, and coordinated implementation across academic, design, and technical teams.
- Designed learning journeys, course structures, measurable objectives, practice activities, and assessments using adult-learning and outcomes-aligned design principles.
- Provided subject-matter experts and production partners with clear context, source materials, standards, and acceptance criteria; reviewed deliverables for accuracy, consistency, usability, and readiness to launch.
- Managed timelines, dependencies, risks, and vendor-tool integrations across multiple projects while communicating progress and escalating issues early.
- Improved repeatable course-development and QA workflows and used AI tools to accelerate production without compromising instructional quality.

Learning Strategy Consultant, EvolvEd Global | Remote | *Mar 2020 - Sep 2024*

- Partnered with Salesforce to design a role- and level-based competency framework supporting enablement and field readiness for global sales and go-to-market teams.
- Conducted structured needs analyses with senior leaders and subject-matter experts to identify job requirements, performance expectations, capability gaps, and regional audience needs.
- Defined skills taxonomies, proficiency levels, and behavior-based indicators that translated business requirements into measurable, assessment-ready learning outcomes.

ADDITIONAL EXPERIENCE

eLearning Product Developer (Contract), McGraw-Hill Education | Remote / New York | *Oct 2008 - Present*

Long-term contract relationship with intermittent project engagements.

- Designed and developed digital learning products across Humanities and Social Sciences portfolios for university markets, coordinating content, assessments, SMEs, schedules, and quality reviews.
- Created more than 50 digital asset maps containing up to 500 components each, maintaining a clear source of truth for complex course builds and updates.
- Wrote learning objectives and assessments for the Connect platform and reviewed content for alignment, accuracy, consistency, and learner readiness.
- Recruited, trained, and managed subject-matter experts; clarified requirements, monitored progress, reviewed deliverables, and resolved quality or schedule issues.
- Conducted competitive and market analysis and presented recommendations for platform and portfolio expansion.

Assessment Developer, Western Governors University | Remote | *Jul 2015 - Feb 2020*

- Managed large-scale assessment programs aligned to competencies, credential requirements, and job-relevant performance expectations.
- Applied psychometric and learning analytics to evaluate item, exam, and program effectiveness; identified quality concerns and implemented measurable improvements.
- Partnered with curriculum leaders, faculty, psychometricians, and external vendors to coordinate requirements, reviews, approvals, and delivery across multiple concurrent initiatives.
- Developed and facilitated workshops supporting consistent assessment-development, review, and quality-assurance practices.

Operations Coordinator (Part-Time), Bengelina Hospitality Group | St. Louis | *Jul 2026 - Present*

- Build and improve repeatable scheduling, onboarding, documentation, and operations workflows across multiple hospitality businesses.
- Translate manager needs into practical tools, trackers, and centralized resources; troubleshoot issues and maintain accurate current-state documentation.

BUSINESS AND FINANCIAL SYSTEMS

Former small-business owner with hands-on QuickBooks experience managing invoicing, expense categorization, account reconciliation, and financial reporting. Experience using Square for sales, transaction, and operational reporting. Earlier financial-services experience includes product management and investment research at Morgan Stanley and Bank of America.

EDUCATION

B.S. in Finance | Saint Louis University, St. Louis, MO

TOOLS

Canvas, Moodle, Blackboard, Articulate 360, Area9 Adaptive Learning, PlayPosit, Respondus, EZ Test Online, Jira, Smartsheet, Confluence, QuickBooks, Square, Microsoft Office, ChatGPT, Claude, Gemini, Microsoft Copilot