

Marissa Clark

Learning & Development + Digital Experience Strategist

📍 Stafford, VA | ✉️ marissa.r.clark.1994@gmail.com | 📞 540-602-9250

🌐 marissacreates.com | 🌐 linkedin.com/in/marclark94

Professional Summary

Learning and Development Manager with 8+ years of experience blending instructional design, system optimization, and tech strategy. I specialize in transforming complex ideas into learning solutions, scalable systems, and branded communication flows that work—while supporting teams with clarity and calmness.

Professional Experience

Learning & Organizational Development Manager

Frontdoor – Remote | Jun 2023 – Present

- Led full implementation of a new LMS, coordinating over 530 tasks and achieving 100% training compliance
- Built eLearning courses using Articulate Storyline, Rise, Canva, Natural Reader, and AI tools
- Developed company-wide ID intake process and testing scripts for UAT across 33 stakeholders
- Created support structure in JIRA for 7 LMS admins serving 5,000+ employees and contractors
- Co-created Leadership and Career Development Toolkits
- Conducted systems audit of 30+ tools to streamline productivity and reduce costs

Learning Technology Lead

Sandler – Owings Mills, MD | Mar 2022 – May 2023

- Directed migration from custom LMS to SeerTech, improving accessibility and system performance
- Managed automation and project workflows using Monday.com and HubSpot
- Led support system migration to Zendesk and built out a searchable knowledge base
- Conducted LMS audits, including Absorb, to inform platform strategy

Learning Management System Administrator

Sandler – Owings Mills, MD | Jun 2021 – Mar 2022

- Managed day-to-day LMS operations and content updates across multiple client portals
- Supported data migrations and improved user experience during major transitions
- Designed eLearning and onboarding content using Articulate 360 and Powtoons
- Tracked training effectiveness through support trend analysis and user feedback

Training Specialist

Centurion, LLC – McLean, VA | Feb 2019 – Jun 2021

- Managed Relias LMS and developed 30+ courses for 10,000+ employees
- Configured learning systems, trained internal admins, and integrated HRIS data
- Processed \$100K+ in tuition reimbursements through improved workflows
- Transitioned documentation and program tracking from paper to digital systems

HR Analyst II – Learning & Development

Freddie Mac – McLean, VA | Jan 2018 – Nov 2018

- Administered Cornerstone LMS and supported 7,000+ employees
- Led logistics for 500+ instructor-led training events
- Supported system access and security by designing custom user roles and permissions
- Delivered hybrid training initiatives across departments

Education & Certifications

- B.S. User Experience Design – Western Governors University (In Progress)
- Instructional Designer Bootcamp – Devlin Peck
- E-Learning Instructional Design Certificate – Association for Talent Development
- A.S. Business Administration – Northern Virginia Community College
- Cybersecurity Program – Year Up (Internships: Salesforce | Capital One)

Skills & Tools

- LMS: Cornerstone, SeerTech, LearnUpon, Relias, VenU, Moodle
- Design: Articulate 360: Storyline/Rise, Canva, Vyond, Powtoons, Adobe
- Platforms: Zendesk, JIRA, Monday.com, Zendesk, SharePoint
- Specialties: Instructional Design, Learning Strategy, Digital Comms, UX Support, Tech Integration, Process Optimization, Change Management