SHANA L.C. PRINCE, M.S.

Technology Training and Enablement | Learning Program Strategy

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PROFESSIONAL SUMMARY

Senior technology training and enablement professional who designs and delivers enterprise learning that drives adoption of complex systems, including generative AI, SAP S/4HANA, SAP GUI 8, Salesforce, SuccessFactors, Workday Learning, and Microsoft SharePoint. Combines instructional design, LMS administration, technical writing, platform migration, and program execution to turn system change into practical, role relevant learning experiences. Operates as a senior individual contributor and program owner, leading high impact work through cross functional influence: AI upskilling for 3,000 or more learners, technology training for 880 or more application users, and a faculty intake redesign that cut request turnaround by 75 percent.

CORE COMPETENCIES

| Technology Training Strategy | Generative AI Enablement | Learning Program Management | Instructional and Learning Design | LMS and HRIS Administration | Enterprise Platform Adoption | Technical Writing and SOPs | eLearning and Performance Support | Cross Functional Partnership

PROFESSIONAL EXPERIENCE

DEVON ENERGY | January 2024 to Present

Senior Learning & Development Professional III | Technology Training, Learning and Development

Learning and Development individual contributor aligned under Talent Acquisition. Engaged initially as an instructional design contractor and converted to a permanent senior role. Builds technology training, learning systems, and performance support for enterprise audiences of 3,000 or more employees and contractors.

- Designed and launched an enterprise generative AI upskilling curriculum for 3,000 or more employees and contractors, partnering with data science subject matter experts to translate emerging tools into role relevant learning. • Facilitated 30 or more instructor led sessions in virtual and in person formats, accelerating adoption of the company's internal AI platform across the organization.
- Developed the SAP GUI 8 and SAP S/4HANA readiness handbook adopted by 20 or more planner schedulers ahead of a major enterprise system upgrade.
- Supported merger and acquisition learning readiness by translating system changes, process updates, and platform transitions into role specific training, communications, and performance support for employees during organizational change. • Built Microsoft SharePoint knowledge sites for 500 or more production, facilities, and engineering employees and leaders, consolidating fragmented technical resources into a single point of access.
- Delivered interface change training and communications to 880 or more application users through Articulate Rise 360 and Adobe Creative Cloud, including InDesign and Audition.
- Produced field training eLearning and quick reference resources for 300 or more employees using Articulate Storyline, Camtasia, Vyond, PowerPoint, and SnagIt.
- Administers SuccessFactors Learning operations, including SCORM deployment, enrollment, catalog maintenance, learner support, and reporting.
- Represents learning content standards, administration requirements, and user readiness needs on the

enterprise Workday Learning migration and implementation.

- Reports program status, risks, and recommendations to managers and senior stakeholders while coordinating priorities across technology, business, and subject matter expert partners.

ALOEC CONSULTING LLC | April 2021 to April 2024

Founder and Principal Learning Consultant

Independent practice delivering technology training, instructional design, LMS migration, enablement content, and quality assurance as a hands-on sole practitioner for enterprise clients.

Client engagements: Net2Source, Instructional Designer, Comtek Group, Instructional Designer, Rent-A-Center,

- Migrated 100 or more courses and assessments from Inkling to Articulate Rise for a global sales and operations program, preserving content structure, accuracy, and learner access through cutover.
- Executed cross platform quality assurance for 450 or more courses across virtual desktop, iOS, and Android environments, protecting the learner experience for career upskilling pathways.
- Created compliance and onboarding enablement for 1,000 or more sales representatives and performance support resources for 300 or more SAP end users.
- Produced SAP S/4HANA systems walkthrough videos for 350 or more distributors, translating complex transactional workflows into clear, guided instruction.
- Rebuilt a 12 week new hire onboarding curriculum serving 2,500 or more employees, aligning learning content with revised brand, policy, and procedural standards.
- Redesigned training project management fields in Microsoft SharePoint, contributing to a 10 percent improvement in request fulfillment.
- Authored SOPs, technical support articles, and knowledge base content for supply chain functions, internal SharePoint and Salesforce sites, and global vendor help centers.
- Triaged Tier 1 and Tier 2 training requests in Jira, prescribed learning solutions for documented performance gaps, and tracked delivery through Wrike.
- Coordinated Spanish and French localization with external translation vendors and reviewed deliverables for consistency, usability, and content integrity.

TEXAS A&M UNIVERSITY | March 2020 to April 2021

Instructional Designer

- Designed and implemented a centralized faculty training request system that reduced turnaround time by 75 percent, eliminated the standing backlog for 100 or more faculty and staff, and established clear intake expectations.
- Converted instructors led courses to synchronous and asynchronous online delivery during the university wide transition to remote instruction.
- Supported LMS migration and administration, including course provisioning, enrollment, reporting, and recorded learning content produced with Microsoft Teams, SnagIt, and Camtasia.
- Partnered with subject matter experts to develop instructor led presentations and quick reference guides while maintaining accessibility, data security, compliance, and content integrity standards.

TECHNOLOGY

Learning Platforms: SAP SuccessFactors, Workday Learning, Litmos, ADP Learning, ULearn, Inkling

Authoring and Media: Articulate Storyline, Articulate Rise 360, Adobe Captivate, Camtasia, SnagIt, Vyond, Adobe Creative Cloud, PowerPoint

Enterprise Systems: SAP S/4HANA, SAP GUI 8, Salesforce, Microsoft SharePoint, Microsoft Teams

Program and Workflow: Jira, Wrike, Microsoft Excel, Microsoft Word

EDUCATION

Master of Science, Educational and Instructional Technology | National University

Bachelor of Arts, English, Writing Concentration; Minor in Spanish | Oklahoma City University