

JESSIE FISK

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Project Manager | Learning & Development Program Lead

Learning & Development professional with over 10 years of experience leading cross-functional initiatives in education, healthcare, and technology environments. Proven success managing scope, timelines, resources, and stakeholders to deliver learning and system-focused projects at scale. Experienced in Agile and hybrid delivery models, change adoption, and team leadership. Currently pursuing PMP certification and holding a Graduate Certificate in Project Management.

CORE COMPETENCIES

- Project Management
 - Agile Methodologies (Scrum & Kanban)
 - Stakeholder Communication
 - Risk & Issue Tracking
 - Change Management
 - Release Planning & Execution
 - Resource Allocation
 - Cross-Functional Team Leadership
 - Process Improvement
 - Instructional Design
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SELECTED PROJECT MANAGEMENT HIGHLIGHTS

- Managed 5+ concurrent cross-functional projects using Agile and hybrid methodologies.
 - Led project teams of up to 10 instructional designers and developers across distributed environments.
 - Demonstrated project ownership for education and healthcare clients, consistently meeting timeline and quality goals.
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PROFESSIONAL EXPERIENCE

Sr. Instructional Designer (Lead Role) | Mosaic Learning | Remote

April 2024 – Present

- Owned delivery of multiple concurrent learning and technology projects valued up to \$3.5M, overseeing scope, timelines, resources, and cross-functional coordination from kickoff through completion.
- Served as primary point of accountability for project delivery, escalating risks related to scope, dependencies, and timelines to senior leadership.
- Led a cross-functional team of instructional designers and contractors, assign tasks, tracked progress, and maintained alignment with project milestones.
- Delivered all project milestones on time across 4 concurrent initiatives, improving delivery efficiency by 20% through streamlined communication in Jira and Monday.com.
- Tracked and escalated project risks, dependencies, and action items to leadership to maintain delivery momentum.
- Collaborated with technical and product teams to align content deliverables with evolving client requirements.

Instructional Designer II | Brilljent | Remote

July 2023 – April 2024

- Partnered with project leadership to support planning, scope definition, LOE estimation, and schedule alignment across multiple initiatives.
 - Facilitated client discovery and kickoff sessions to define project objectives and deliverable expectations.
 - Managed cross-functional collaboration among stakeholders to ensure on-time, high-quality learning solutions.
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Sr. Instructional Designer | HighPoint Digital | Remote

August 2021 – July 2023

- Managed team in federal compliance training, managing sprint planning, backlog prioritization, and milestone tracking.
- Coordinated cross-functional efforts between content, development, and QA teams to meet tight federal deadlines.
- Designed and implemented microlearning and blended training that improved call center performance by 15%.

Technology Instructor | Connections Education | Remote

October 2016 – July 2021

- Planned, developed, and implemented online learning projects and curriculum updates in collaboration with instructional and technical teams.
- Facilitated virtual professional development sessions and provided process guidance to staff, improving adoption of new systems and tools.
- Monitored performance data and stakeholder feedback to identify process improvements.

EDUCATION & CERTIFICATIONS

Graduate Certificate in Project Management | Purdue Global | 2025

Master of Secondary Education, Technology | IUPUI | 2013

Teacher Licensure Program, High School Art Education | St. Mary-of-the-Woods | 2008

Bachelor of Fine Arts, General Fine Arts | Herron School of Art, IUPUI | 2006

TECHNICAL SKILLS & TOOLS

- Articulate Storyline & Rise
- Adobe Captivate
- Adobe Creative Suite
- GenAI & AI-Assisted Learning Tools
- Google Suite
- Jira, Smartsheet, Monday.com
- Learning Management Systems (LMS)
- Microsoft 365
- Microsoft Project
- SharePoint