

Toni Bahnsen

Education/Training Specialist with 10+ years of experience in delivering engaging learning across virtual and in-person settings. Skilled in aligning instructional content with organizational goals, improving learner performance, and ensuring compliance through standardized training solutions.

CONTACT INFORMATION

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Portfolio: <https://www.bahnsenlearningdesign.com>

CORE SKILLS

Instructional Design, Learning and Development (L&D), Corporate Training, Curriculum Development, Adult Learning, Training Facilitation, Learning Accessibility, Project Management, Relationship Building

TECHNICAL SKILLS

Instructional Design Authoring Tools

Articulate Storyline and Rise, Canva, Adobe Premiere Pro

Learning Management Systems (LMS)

Microsoft LMS 365, FranConnect, LearningCentral, Talent LMS, Canvas, Moodle, Edmodo

Collaboration & Productivity Tools

Monday.com, Microsoft SharePoint, WebEx, Teams, Google Meet

Compliance & Brand Standards

Bindy (Brand Compliance, Standards Management)

INSTRUCTIONAL DESIGN METHODOLOGIES & MODELS

ADDIE, Kirkpatrick Evaluation Model (Levels 1–4)

ACCESSIBILITY & COMPLIANCE

LEARNING THEORIES

Connectivism, Constructivism, Experiential Learning Theory, Transformational Learning Theory

TRAINING DELIVERY & FACILITATION

Instructor-Led Training (ILT), Virtual Instructor-Led Training (vILT), Corporate Training Facilitation, Adult Learning Facilitation, Child Learning Facilitation

CERTIFICATIONS

Certified Corporate Trainer

WORK EXPERIENCE

Instructional Designer (contract)

December 2025-February 2026

Spectrum (Charter Communications), Charlotte, NC

- Revamped eLearning technical modules in the Facilitator's Guide regarding Product Knowledge to a layman's format that can be utilized across all business channels.
- Fielded tickets for improvements to course materials.
- **Transferable skills from this role:** *Training delivery, instructional design, content development, leadership coaching, process improvement, project management, branding compliance, technological proficiency, strategic communication, adaptability, innovation.*

Training Coordinator (contract)

May 2025-September 2025

Boston Scientific, Arden Hills, MN

- Coordinated bi-weekly cardiology training programs for 40+ learners at a time; managing all logistics for Farapulse ablation certification which included:
 - Booking hotel, flights, ground transportation and training rooms.
 - Setting up labs and simulation spaces with models and equipment and adhering to audio/visual needs.
 - Providing detailed travel itineraries and confirmations for attendees and trainers.
- Served as the primary liaison for 700+ training participants annually, addressing logistical inquiries and ensuring a smooth, professional learning experience across all sessions.
- Monitored learner evaluations and compliance metrics to identify trends and enhance training content, resulting in measurable gains in learner satisfaction and course effectiveness.
- Supported the company in surpassing its goal of 343 certified specialists by Q3 2025 through seamless operational execution and learner readiness.

- **Transferable skills from this role:** *Training delivery, project management, strategic communication, adaptability.*

Franchise Training and Development Specialist

October 2024 – May 2025

Pet Evolution Corporate, Afton, MN

- Delivered onboarding and operational training for new franchisees and store teams, accelerating adoption of the Pet Evolution business model and reducing ramp-up time for new locations.
- Created leadership routines and coaching frameworks to empower store managers in developing high-performing teams.
- Crafted user-friendly guides to help regional developers and franchisees navigate branding compliance software effectively.
- Analyzed payroll processing workflows and recommended best practices to streamline operations across store locations.
- Redesigned the New Store Facilitator's Guide equipping retail associates and grooming professionals with clear, actionable tools, such as dialogue scripts/product suggestions for customer scenarios, that improved service delivery and training consistency and showed a marked improvement in customer in-store interactions and return foot traffic.
- Developed and maintained blended learning content—including facilitator guides, videos, and eLearning modules—to align training programs with new product launches and company initiatives for 20 locations resulting in better uniformity in stores practices and improved consistency in brand awareness and compliance among franchisees.
- **Transferable skills from this role:** *Training delivery, instructional design, content development, leadership coaching, process improvement, project management, branding compliance, technological proficiency, strategic communication, adaptability, innovation.*

Franchise Training and Support Specialist

January 2024 – October 2024

Tierra Encantada Corporate, Minneapolis, MN

- Administered the Learning Management System (LMS) for 425+ users, updating curriculum, developing new courses, and optimizing access for timely training delivery.
- Facilitated hands-on CRM and LMS training for 70+ employees, increasing platform proficiency and adoption rates.
- Evaluated and enhanced 14 training courses, introducing a multilingual selection feature that improved learner accessibility and satisfaction by 22%.
- Designed and delivered hybrid onboarding programs for new franchisees and childcare administrators, accelerating operational readiness for 4 new centers.
- Streamlined compliance audit tools to improve C-Staff reporting accuracy and alignment with state regulations.
- Conducted 11 site audits and authored corrective-action reports that reduced state licensing citations by 27%.
- Overhauled the LMS library of 1,800+ files, updating technical content and structure to enhance clarity, consistency, and accessibility.
- Authored 2 Standard Operating Procedures (SOP's) and implemented them across MN, IL, TX, and VA, improving policy standardization and compliance efficiency.

- **Transferable skills from this role:** CRM and LMS management, needs analysis, learning science/learning style application, project management, compliance for state licensing requirements.

Learning Designer

February 2023 – January 2024

Bahnsenlearningdesign.com, Online

- Designed interactive adult-learning courses incorporating customizable participation activities that fostered engagement, retention, and learner autonomy.
- Developed SCORM-compliant eLearning modules ensuring full LMS compatibility, learner progress tracking, and accessibility across devices.
- Applied learning science principles—including needs analysis, adult learning theory (Andragogy), and differentiated learning styles.
- **Transferable skills from this role:** Needs analysis, application of adult learning theory and learning styles, SME interaction, project management.

Teacher

September 2019 – February 2023

Certified Teacher – Minneapolis and St. Paul, MN Schools

- Developed and implemented Pre-K curricula aligned with NAEYC policies and Minnesota State Standards, improving learner readiness and foundational skill mastery for 115+ students annually.
- Created instructional frameworks and pacing guides to streamline skill assessments, increasing instructional consistency and classroom efficiency.
- Delivered instruction across K–6 classrooms in in-person, hybrid, and virtual settings using Schoology, SeeSaw, and Google Classroom, ensuring continuity and engagement during transitions.
- Conducted progress monitoring with FastBridge SaaS tools, supporting 35+ teachers and improving learning outcomes for 575+ students through data-informed interventions.
- Collaborated with subject matter experts to develop inclusive, accessible content tailored to diverse learning styles and student needs.
- Applied instructional design methodologies and pedagogical theory to optimize engagement, comprehension, and measurable learner progress.
- Fostered collaborative relationships with educators and students, cultivating a supportive and achievement-oriented classroom environment.
- **Transferable skills from this role:** Needs analysis, curriculum design, project management, relationship building, expertise in learning platforms.

Teacher

August 2014 – June 2019

Certified Teacher -- Reno, NV School

- Served on the Multi-Tiered Systems of Support (MTSS) team for two years, coordinating interventions and progress monitoring for 600+ K–5 students, resulting in improved academic and behavioral outcomes.
- Led a school safety initiative, raising \$30,000+ from community sponsors to install security enhancements that reduced unauthorized entry incidents and strengthened campus safety.
- Facilitated weekly Professional Learning Community (PLC) sessions, sharing instructional strategies and fostering collaboration among grade-level peers to improve teaching consistency and morale.
- Applied needs analysis, curriculum expertise, and pedagogical learning science to design interventions and support initiatives aligned with student and organizational goals.

- **Transferable skills from this role:** Needs analysis, subject matter expert on curriculums, application of learning science (Pedagogy) based on knowledge of learner styles, project management, communication, marketing, relationship building.
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EDUCATION

[LinkedIn and Udemy Continuing Self Education in Instructional Design](#) CTRL+Click

Master of Science

Minnesota State University, Mankato

EdTech and Instructional Design

- Studied educational technology and instructional design learning theory and creation/implementation for K-University-Corporate level classrooms.
- Built and deployed LMS modules based on Pedagogy (child) and Andragogy (adult) learning theory in Canvas (Higher education/ease-of-use/teacher first design focused), Edmodo (K-12 focused), and Moodle (Higher education, nonprofit, and corporate focused).

Bachelor of Science

University of Nevada, Reno

Education (K-12) – General, Special Ed., ESL

- Studied instructional design, implementation, and class management based on Pedagogy (child) learning theory for General, Special, and ESL education classrooms.