

TRACIE LINDQUIST

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SUMMARY

Resourceful, highly motivated, and results-driven instructional design and technical writing consultant with extensive experience in people-focused consulting in learning and development. Skilled in gap identification, content and document analysis, curriculum design, learning program development and delivery, and technical writing. Additionally skilled in business process analysis, data collection, statistical analysis, and data visualization. Keen eye for detail and strong problem-solving skills. Able to identify challenges and discrepancies and provide strategic solutions in a fast-paced environment. Pioneers innovative initiatives. Creates compelling content. Drives continuous improvement. Fosters collaborative teams. An adaptable top performer. Enables clients to optimize productivity and achieve goals.

**eLearning Design & Development | Performance Consulting | Change Management
Process Documentation | Process Improvement ADDIE | SAM | Action Mapping
Instructional Systems Design | Requirements Analysis
Solution Definition | Project Management | Peer Mentoring
Requirements Gathering | Requirements Analysis | Solution Definition | Functional Testing | User Story Creation**

TECHNICAL SKILLS

Systems: Windows

Languages: Python

Databases: SQL, Access

Software/Applications: Articulate Rise, Articulate Storyline, Audacity Audio Editor, Cornerstone LMS, PowerBI, Microsoft Fabric, Tableau, JIRA, Microsoft SQL Server Management Studio, Oracle Apex, Oracle SQL Developer Data Modeler, Beyond Compare, Blueprint

COMPETENCIES

Business Analysis & Process Improvement

- Business Requirements Gathering & Documentation
- Process Optimization & Workflow Automation
- Stakeholder Collaboration & Change Management
- Functional Testing & User Acceptance Testing (UAT)
- System Implementation & Validation

Data Analysis & Reporting

- Data Collection, Cleaning & Validation
- Statistical Analysis & Trend Identification
- Business Intelligence & Data Visualization
- Forecasting Models & Performance Metrics
- Data Governance

Regulatory & Compliance Knowledge

- Good Documentation Practices (GDP)
- Good Manufacturing Practices (GMP)
- FDA Submission Support (ANDA, NDA, IND)
- Records Management & Audit Readiness

Training & Knowledge Management

- eLearning & Instructor-led Training
- Performance Consulting & Peer Mentoring
- Technical Writing
- SOP Development

EXPERIENCE

CNO FINANCIAL GROUP, Indianapolis, IN

Data & Reporting Analyst, 2023-2024

- Worked with business partners to define data collection and reporting requirements
- Utilized statistical analysis to identify and define trends in team productivity and utilization
- Worked with stakeholders to define processes and average task completion time
- Generated annual forecasts to enable data-driven staffing decisions
- Communicated weekly workforce trends to business managers, directors, and executives using Tableau and Power BI
- Completed ETL tasks for data cleansing and reporting

Testing & Business Analyst, 2021-2023

- Assisted business partners with system functional requirements and acceptance criteria definition
- Identified process improvement opportunities
- Managed user acceptance and regression testing teams
- Developed and reviewed user acceptance and regression testing plans

Instructional Designer, 2016-2021

- Developed and maintained eLearning and instructor-led curricula to support new-hire onboarding, performance improvement, and change management initiatives
- Completed technical writing projects
- Worked with stakeholders to define curriculum requirements
- Identified and filled knowledge and performance gaps
- Completed content and document analysis
- Improved training and development processes

ELI LILLY GLOBAL PROCUREMENT/DSS CONSULTING, INC., Indianapolis, IN

Instructional Designer, 2014-2016

- Developed and maintained eLearning and instructor led programs to support procurement onboarding and improve negotiation outcomes
- Provided performance consulting to procurement team leaders
- Worked with stakeholders to define curriculum requirements.
- Identified and filled knowledge and performance gaps
- Completed content and document analysis
- Improved training and development processes
- Shortlisted for a 2015 Procurement Leaders award for Learning & Development
- Demonstrated quantifiable return on investment
- Program shortlisted for a 2015 Procurement Leaders award for Learning & Development

ADDITIONAL EXPERIENCE

EVOTEM, LLC/AOTMP, Indianapolis, IN, Instructional Designer 2012-2014.

PROTRANS INTERNATIONAL, INC, Indianapolis, IN, Instructional Designer 2012.

BRILJENT, INC., Indianapolis, IN, Instructional Designer , 2011-2012.

180 SKILLS, LLC, Indianapolis, IN, Instructional Designer, 2010-2011.

OXYGEN EDUCATION, Indianapolis, IN, Instructional Designer , 2008-2010.

EDUCATION

MIAMI UNIVERSITY, Oxford, Ohio

B.S., Mass Media Management

INDIANA UNIVERISTY, Indianapolis, IN

Technical writing, Mathematics, and Chemistry coursework

IVY TECH COMMUNITY COLLEGE, Indianapolis, Indiana

A.A.S., Data Analytics

CERTIFICATIONS

Entry Certification in Business Analysis (ECBA)

Oracle Database Foundations