



# JASMINE TY

## TRAINING PROFESSIONAL

### CONTACT INFO

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### EDUCATION

**University of California, Santa Cruz**  
Bachelor of Arts | 2012 - 2016  
Double Major in Legal Studies and Modern  
European History  
Treasurer of Cloud 9 A Cappella

### SOFTWARE SKILLS

- Adobe Acrobat
- Adobe After Effects
- Adobe Audition
- Adobe Illustrator
- Adobe Photoshop
- Articulate Rise
- Articulate Storyline
- Camtasia
- Da Vinci Resolve
- Microsoft Excel
- Microsoft Word

### PLATFORM SKILLS

- Absorb
- Confluence
- Jira
- Litmos
- Salesforce Classic
- Salesforce Console
- Salesforce Lightning
- Slack
- WalkMe
- Workday

## WORK EXPERIENCE

### DIRECTOR, CHANGE MANAGEMENT

#### First Republic Bank | July 2022 - Present

- Work with product managers, business users, and IT partners to design and deliver effective digital adoption strategies for Salesforce
- Use adult learning theory and instructional design methods to build innovative learning experiences, including in-app guidance solutions
- Work effectively in a matrix environment to collaborate and gain consensus on proposed strategies/tactics, review adoption and usage data to assess effectiveness, and continually improve change management tactics and resources

### TRAINING & ENABLEMENT SPECIALIST, GLOBAL SUPPORT

#### Splunk | Feb 2021 - July 2022

- Collaborate with internal stakeholders to evaluate learning development gaps and needs with the goal of creating high-quality content for technical groups
- Develop and conduct learning development initiatives within the Support organization
- Work in a team to design and produce training content, including interactive eLearning, onsite, and blended learning solutions

### CUSTOMER EDUCATION MANAGER

#### WalkMe | May 2020 - Feb 2021

- Assist in the development of WalkMe's certification program
- Design and create courses on the WalkMe product to help serve customers, partners, and internal employees
- Deliver onsite training to partners
- Collaborate with the Services organization on how to improve their training system
- Manage the learning management system and answer customer inquiries

### CUSTOMER EDUCATION SPECIALIST

#### WalkMe | Aug 2019 - May 2020

- Collaborate with subject matter experts to create learning content for WalkMe's customers
- Utilize Camtasia, Da Vinci Resolve, and the Adobe Creative Suite to create education videos and animations
- Utilize Articulate Storyline and Articulate Rise to create interactive courses
- Deliver onsite training to the WalkMe partner ecosystem.

### SOLUTIONS ENGINEER

#### WalkMe | June 2018 - Aug 2019

- Review customers' business objectives/challenges in order to build a valuable WalkMe solution that achieves maximum ROI
- Gather customers' business and technical requirements through interview and analysis
- Provide customer training in order to promote self-sufficiency with the WalkMe application
- Train the internal Services organization with technical knowledge gained from experience with the Support team

### TIER 1 SUPPORT AGENT

#### WalkMe | FEB 2017 - JUNE 2018

- Handle troubleshooting scenarios from customers and escalate tickets
- Constantly engage with customers to ensure that every WalkMe functionality and offering is being leveraged
- Work cohesively with the Services organization to ensure a seamless onboarding and deployment experience for customers
- Train and onboard newly hired Support members