

AMANDA MERCER

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Summary Experienced and detail-oriented learning specialist with a history of designing and developing engaging and effective training curricula, including subject matter in child protection. Strong problem-solving, organizational, and communication skills.

- Core Qualifications**
- Knowledge of adult learning theory
 - Strong organizational skills in coordinating training, special events, and meetings
 - Strong ability in curriculum design for both classroom and web-based delivery
 - Exceptional ability to prioritize and meet deadlines
 - Sound teamwork, communication, and technical writing skills
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Experience

Learning and Development Designer, Protection and Permanency **March 2022- Present**
EKU/TRC, Richmond, KY
Developed training materials and revised previous materials for social workers for the Cabinet for Health and Family Services throughout the state of Kentucky, catering to the needs of both new and experienced professionals. Developed asynchronous and synchronous instruction while also re-introducing face-to-face sessions and developing hybrid courses to optimize learning experiences.

Protection and Permanency Training Specialist **March 2012-April 2017**
EKU/TRC, Richmond, KY
Provided training to Kentucky’s Cabinet for Health and Family Services social workers, including new employees, Credit for Learning students, and experienced workers. Helped to develop lesson plans by participating in needs assessments to determine training needs, collaborating with subject matter experts, and assembling training and participant materials.

Regional Training Coordinator **November 2005- March 2012**
EKU/TRC, Richmond, KY
Coordinated and implemented training for CHFS/DCBS Southern Bluegrass Service Region related to adult protective service, child protective service, family services, food benefits, and medical assistance.

Education

Eastern Kentucky University **(Expected) 2024**
Masters in Instructional Design & Learning Technology

Marshall University **2001**
Masters in Mental Health Counseling

Kentucky Christian College **1997**
Bachelors in Psychology