SARA KURZHAL

574.532.9005 | slkurzhal@gmail.com | South Bend, IN

PROFILE

Instructional Design and Training professional with extensive experience developing learning solutions that connect organizational needs, employee development, and business objectives. Background in instructional design, eLearning development, training facilitation, onboarding, and cross-functional project leadership. Experienced in translating complex information into engaging learning experiences, developing training materials and resources, supporting learning management systems, and facilitating employee adoption of new processes and technologies. Brings a combination of instructional design expertise, technical understanding, and business experience to create practical learning solutions that strengthen employee knowledge and performance.

SKILLS

- Instructional Design & Curriculum Development
- eLearning Development & Learning Technologies
- Training Facilitation & Presentation
- Learning Needs Analysis
- Employee Onboarding & Development
- Learning Management Systems (LMS)
- Cross-functional Collaboration & Engagement
- Project Management & Process Improvement

EXPERIENCE

SR. INSTRUCTIONAL DESIGNER & FACILITATOR

DispatchHealth, Denver, CO (previously Medically Home, Boston, MA) | 2023 – 2026

Design, develop, deliver, evaluate, and standardize instructional content in collaboration with subject matter experts for internal and external learners.

- Developed virtual instructor-led and interactive eLearning modules for internal and external audiences for technology releases and process redesigns.
- Coordinated logistics, customize training content, and facilitate multi-day in-person training workshops and simulations for customer hospital at home implementations.
- Project managed and orchestrated the users, content, and rules migration to Docebo LMS.
- Standardize, document, upskill, and administer LMS support to all learners.
- Internally consulted on product process, business process mapping, and technology support.

PRODUCT ENABLEMENT SPECIALIST

Aunalytics, South Bend, IN | 2022 – 2023

Collaborated with product experts to develop communication, documentation and training for stakeholders in preparation for product releases as part of a go to market process.

- Composed release notes highlighting critical features, enhancements, and bug fixes using Markdown language in GitHub.
- Documented functionality for three suites of technical tools in easy-to-read user guide.
- Developed standard templates for release notes, procedures, feature fact sheets, and product training modules.

CUSTOMER SUCCESS MANAGER

Aunalytics, South Bend, IN | 2020 – 2022

Partnered with strategic clients to represent their needs to internal teams ensuring timely, accurate, and complete solutions while maintaining regular contact and tracking progress.

- Facilitated internal and external meeting ensuring clarity and understanding of objectives, decisions, and outcomes.
- Maintained detailed notes and tracking of all work in progress and open items.
- Collaborated cross-functionally to define, document, and roll out standard implementation and support processes and documentation.

PRODUCT MANAGER

ExakTime, an Arcoro Company, Granger, IN | 2017 – 2020

Oversaw the analysis, definition, and coordinated delivery of cloud and mobile solutions that increased sales and customer retention.

- Coordinated the timing and market introduction for 10+ app and site features, including #1 requested mobile enhancement.
- Prepared documentation, training content, internal and external communication for all feature releases.
- Led the largest company initiative bringing three brands together as a single integrated site through a single login experience.

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TALENT DEVELOPMENT MANAGER
Press Ganey Associates, South Bend, IN | 2012 – 2017
Developed and maintained a comprehensive onboarding and training program leveraged by 130 new and 150 existing associates.

- Managed hundreds of learning solutions spanning topics such as business process, account management, software, industry, and product. Integrated skill practice and evaluation techniques to ensure behavioral change and maximum business impact.
- Partnered with product managers to support releases with internal communication, service enablement tools, documentation, and training.
- Co-organized multi-day annual training conferences for over 250 associates.

PRODUCT MANAGEMENT
Press Ganey Associates, South Bend, IN | 2008 – 2012
Served as a liaison between the business and development teams, ensuring successful releases that improved internal efficiency and optimized client reporting experiences
Business Analyst | 2009 – 2012

- Led workshops and interviews to elicit high-level and detailed business requirements for software design and development, documenting in the form of Visio process flow diagram and Balsamiq wireframes.
- Authored user stories with detailed acceptance criteria to drive development and actively managed the backlog prioritizing new requests.
- Led cross-functional product release teams and developed documentation to support successful launches.

Process Analyst | 2008 – 2009

- Analyzed complex business processes and cross-functional stakeholder requirements to drive the development of processes that met business goals.
- Analyzed and revised the client implementation process, providing documentation and training to ensure an optimal customer experience.
- Improved the process for corporate reporting of key business metrics and delivered improved reporting on a weekly basis.

REGIONAL SERVICE MANAGER
Press Ganey Associates, South Bend, IN | 2004 – 2008
Managed a team of 10+ account managers, providing coaching, mentoring, and performance management to develop associates and achieve business goals.

- Developed strong relationships with strategic clients through regular communication, cross-functional collaboration, and on-site meetings.
- Served as an internal business process expert and department champion of CRM build and migration.
- Championed the client satisfaction training subcommittee, developing a detailed curriculum to improve associate knowledge and performance.

TECHNICAL SKILLS

- Docebo & Cornerstone LMS
- TechSmith SnagIt & Camtasia
- Articulate Rise & Storyline
- Kahoot!
- Microsoft Office Suite
- SharePoint
- Visio & Lucidcharts
- Webinar Systems
- Monday.com
- Jira
- GitHub
- Salesforce & Microsoft CRM

CERTIFICATIONS & TRAINING

Articulate Storyline Certificate | Yukon Learning, 2025
eLearning Instructional Design Certificate | Association for Talent Development, 2023
Change Management Program | Prosci, 2016
Criterion Reference Instruction | Mager Consortium, 2016
Enhancing Presentation Skills | RogenSi, 2013
High-Tech Anthropology | Menlo Innovations, 2009
Certified Scrum Product Owner | Mountain Goat Software, 2009

EDUCATION

BA – Communication | Saint Mary's College