Bea Mendivil

Learning & Development | Onboarding Program Management

Tucson, AZ | 520-488-6102 | bea@curatedtucson.com | linkedin.com/in/bea-mendivil

Bilingual learning and development professional who designs onboarding for customer-facing teams. Built repeatable training across restaurant locations, coached new hires during live service, and partnered with STEM instructors to improve curriculum using assessment results. Brings hands-on software development experience and a portfolio of interactive learning materials.

ONBOARDING, CURRICULUM & FACILITATION

Restaurants of America | Corporate Trainer and Onboarding Manager (selected roles)
2008 to 2018 | Arizona

- Built orientation and training for servers, bartenders, and managers across multiple locations. Translated corporate service standards into role-specific instruction on product knowledge, guest conversations, and point-of-sale workflows.
- Coached new hires during live shifts so they could practice using the POS and assisting guests. Adapted instruction to each employee's experience while keeping expectations consistent across locations.

University of Alaska Anchorage | ANSEP | Program Coordinator, STEM Student Success (Contract)
June to August 2026 | Anchorage, AK

- Wrote and revised workbooks for two math courses, a four-module biology guide, facilitator scripts, and a shared quiz bank. Gave instructors reusable lessons and learners a way to practice independently.
- Reviewed assessments and assignment completion with the lead math instructor to identify where students were struggling. Used those findings to revise practice materials and target individual coaching, helping reduce reliance on supplemental tutoring.
- Coordinated cohort onboarding, instructional materials, room assignments, and assessment deadlines across approximately 15 program staff.

Foodsmart | Marketing Communications & Program Consultant (Contract)
June 2025 to June 2026 | Tucson, AZ

- Guided members in English and Spanish from registration through their first dietitian booking or grocery order. Facilitated about 10 enrollments weekly and supported around 50 bookings or scheduling interactions per week.
- Traced account-access barriers with IT and care teams, followed tickets through resolution, and recommended changes to onboarding instructions based on recurring member questions.

Tucson Audubon Society | Community Engagement Officer / Education Specialist
May 2022 to July 2024 | Tucson, AZ

- Designed workshops and webinars that taught people to use Merlin Bird ID and eBird in the field. Adapted activities for Spanish-speaking participants and developed tactile learning experiences with educators of deaf and blind students.
- Managed education budgets and gathered participant and partner feedback to improve delivery. Helped grow annual program participation from about 2,526 to 4,375 through outreach and expanded programming.

Safe Passage | Public Relations Manager
March 2020 to August 2022 | DeKalb, IL

- Designed and delivered prevention training for healthcare providers, educators, law enforcement, and hospitality staff. Supervised three colleagues and supported employee and volunteer onboarding through regular coaching.

Pappas Development LLC | Human Resources Partner
September 2019 to March 2020 | DeKalb, IL

- Coordinated new hire orientation, training requirements, and personnel records. Worked with managers to standardize onboarding steps and communicate expectations to employees.

LEARNING DESIGN, TECHNICAL PROJECTS & EDUCATION

Instructional design portfolio | Built a W-4 onboarding simulation in Articulate Rise 360 and developed a Storyline 360 prototype and storyboard.

Software engineering | Built and deployed a World Cup predictor using Python, Streamlit, and API data. Code and documentation at github.com/beamendivil/WC2026.

TripleTen | Software Engineering Certificate Program, 2024 to 2026
Prescott College | Bachelor's Degree in Sustainable Community Development, 2018
Program tools | Jira, Trello, Excel, Neon CRM Languages | Native Spanish, fluent English