

LEAH WILLIAMS, PMP

Project & Program Delivery · Learning Design · Operations

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PROFESSIONAL SUMMARY

PMP-certified professional who takes a project from ambiguity to delivery — whether that's a \$90,000+ international travel program, a 250-person fundraising event, or a scenario-based training course built from scratch. Skilled at needs analysis, stakeholder coordination, budgets, and schedules, paired with hands-on instructional design (Storyline 360, Rise 360, Vyond, Canva, LMS platforms). Background spans frontline operations training, K–2 education, and medical-device support, giving a practical, execution-first approach to any program or learning initiative.

CORE CAPABILITIES

Learning & Instructional Design: ADDIE, adult learning, needs analysis, storyboarding, scenario-based learning, branching, assessment design, job aids

Authoring & Learning Technology: Storyline 360, Rise 360, Vyond, Canva, H5P, Nearpod, TalentLMS, Canvas, Reach 360

Project & Program Management: PMP, scope, schedules, budgets, vendors, risk, stakeholder communication, events, travel programs

Operations & Training: new-hire onboarding, coaching, SOPs, standard work, safety/compliance, process updates, frontline performance support

PROFESSIONAL EXPERIENCE

Owner & Principal Consultant

2018–Present

The Bailey Factor Management Services LLC | Madison, AL

- Lead learning-design and project engagements from initial need through delivery, including e-learning development, training materials, travel programs, events, vendor coordination, budgets, schedules, and client communication.
- Create scenario-based learning, scripts, storyboards, assessments, job aids, and digital course assets using Articulate 360, Vyond, Canva, and LMS platforms.
- Direct complex, budget-driven client engagements end to end — including a \$90,000+ multi-country group travel program (see Selected Project Portfolio).

Completed two classroom teaching roles while finishing an M.Ed. in Educational Technology & Instructional Design, applying coursework directly to curriculum design, assessment, and classroom delivery.

Teacher, Grades K–2

Aug 2025–May 2026

Ephesus Junior Academy | Richmond, VA

- Planned and delivered instruction across multiple grade levels and subjects while differentiating content for varied academic and behavioral needs.
- Designed a new K–2 robotics curriculum from the ground up, including learning objectives, sequence, hands-on activities, materials, and assessments.
- Used assessment results to adjust instruction and developed original learning materials, classroom resources, and student-facing activities.

Long-Term Substitute Teacher, Kindergarten & Grade 1

Feb–Jun 2025

George E. Peters Adventist School | Hyattsville, MD

- Managed a full instructional load across multiple subjects, created classroom materials, supported differentiated learning needs, and coordinated kindergarten graduation from planning through execution.

Process Assistant

Sep 2021–Mar 2025

Amazon | Huntsville, AL

- Trained, coached, and re-certified frontline associates on standard work, safety procedures, operational expectations, and process changes across shifts, including new-hire onboarding.

- Reinforced performance and safety standards on the floor, clarified procedures in real time, and translated changing policies into practical shift communication and job guidance.
- Supported daily operations in a high-volume environment requiring coordination, prioritization, problem solving, escalation, and consistent execution of standard work.

Problem Solver / Hazardous Materials / Pick / Stower

2018–2021

Amazon | Katy, TX

- Progressed from PIT stowing into problem solving, Pick, and Hazardous Materials responsibilities; worked directly with regulated procedures, inventory exceptions, and safety-critical material handling.
- Built firsthand knowledge of the associate experience and the importance of clear procedures, accessible training, and usable performance support in operational settings.

SELECTED LEARNING & PROJECT PORTFOLIO

Designing the Life You Love

2026

M.Ed. Capstone / E-Learning

- Designed a 13-lesson scenario-based learning experience in Rise 360 with branching decisions, values-based activities, formative checks, and a summative assessment; delivered through Reach 360 and evaluated with pre/post and open-response data.

The Feedback Factor

2026

Leadership Development E-Learning

- Developed professional learning for school leaders focused on giving clear, useful feedback; designed in Storyline 360 with Vyond scenarios, Canva job aids, formative practice, and a 20-question objective-aligned summative assessment in TalentLMS.

Dubai & Bali Group Travel Program

2022–2024

Lead Project Manager

- Planned and delivered a multi-country group program for approximately 30 travelers with a \$90,000+ budget, managing scope, vendors, payments, traveler communication, logistics, excursions, and schedule changes.

EARLIER CAREER

Endoscopy Specialist / Medical Device Sales Representative

2001–2007

American Endoscopy Services / Medical Device Sales

- Supported physicians and clinical teams with endoscopy products and equipment, including OR setup, product demonstration, procedure support, and customer education in high-accountability clinical environments.

Residential Rehabilitation Project Coordinator

2002–2006

Washington, D.C. area

- Coordinated full-gut residential renovation projects from permitting through completion, including contractor communication, schedules, budgets, materials, and project follow-through.

Additional Experience

Earlier career

Real Estate · Customer/Technical Support · U.S. Census | TX / MD / AL

- Experience also includes licensed real estate work, customer and technical support, and lead field-enumeration responsibilities, adding depth in client service, communication, documentation, and independent problem solving.

EDUCATION & CREDENTIALS

M.Ed., Educational Technology & Instructional Design — Western Governors University — August 2026

B.A., Educational Studies – Elementary Education — Western Governors University — March 2025

Project Management Professional (PMP) — Project Management Institute — 2026

Additional credentials: Google Project Management Professional Certificate, Google AI Essentials, TEFL Certificate