

DIANE LÊ STRAIN

Phone: +1 (714) 657-6073 | Email: dianelestrain@gmail.com | [LinkedIn](#) | [Website](#) | San Francisco, CA

EXPERIENCE

Program Manager, Technical Customer Education

Honeycomb.io / Feb. 2024 - Current

- Developed Honeycomb.io's inaugural digital customer education strategy, unifying engineering, customer success, sales, and marketing around a centralized, value-driven educational initiative to improve the customer experience.
- Implemented a scalable, collaborative instructional design process, enabling the streamlined creation and delivery of 6 on-demand courses within 6 months and establishing team-wide education standards and best practices.
- Managed 4 course development projects within 2 quarters; managed the interdependencies between projects, ensuring smooth collaboration across SMEs and stakeholders.
- Established key performance metrics to ensure continuous educational effectiveness, alignment with strategic goals, and enablement of data-driven decision-making.
- Proactively identified and mitigated risks to safeguard the success and impact of the organization's educational programs.

Technical Curriculum Manager, Customer Education

Sigma Computing / April 2023 – Nov. 2023

- Spearheaded Sigma's inaugural on-demand technical customer education program from the ground up; oversaw the design, development, and implementation of 15 eLearning modules and 2 instructor-led live training (ILT) sessions.
- Launched the first education subject matter expert (SME) program with 29 stakeholders to harness cross-functional expertise; collaborated to identify value-driven education objectives and customer knowledge gaps in order to inform the education program's strategic roadmap.
- Oversaw the execution of the education program roadmap; managed 15+ SMEs and stakeholders to align on deliverables, leading to effective and scalable content production processes with an average of 10 completed exercises per week.
- Executed the design and development of 15 eLearning modules comprising 119 eLearning exercises; shipped the completed deliverables within 1 quarter.

Product Training Manager, Technical Education

Nexxen (Formerly Amobee) / Feb. 2022 – April 2023

- Managed all on-demand customer-facing technical training programs; oversaw the design, development, implementation, and monitoring of learner-centered documentation, eLearning courses, and instructor-led training sessions with an average CSAT score of 4.52/5.
- Designed interactive curricula for 4 "Train the Trainer" virtual instructor-led training (VILT) sessions; created corresponding resource guides for internal stakeholders, resulting in 91% of employees reporting improvement in their technical product training competencies.
- Drove 25% engagement increase in employee- and customer-facing technical education programs across 1,600+ students and 92 courses within 2 months by implementing new knowledge architecture methods in the learning management system (LMS).
- Drove 27% increase in content volume in the technical education library by managing the design and development of 10 eLearning projects with an average CSAT score of 4.44/5; contributed to the strategic plan to launch customer onboarding programs, shipping the completed deliverables within 2 quarters.
- Developed the product SME program for 40+ stakeholders and business partners, leading to effective, cross-functional collaboration processes; managed 10 projects in alignment with education program deliverables and strategic planning.
- Constructed 5 curriculum development templates to streamline learning program management, resulting in training development aligned with product releases and go-to-market strategies with an average of 1.5 training releases per month.

Instructional Designer, Technical Enablement

Side Inc. / May 2021 – Feb. 2022

- Launched the first product certification course to onboard customers and employees; oversaw the design and development of 6 eLearning modules to onboard customers with an average CSAT score of 4.82/5.

- Drove 64% expansion of educational content by designing and developing 11 eLearning modules of technical instructional content, driving customer satisfaction with a CSAT score of 4.87/5.
- Leveraged LMS functions to provide seamless delivery of digital, scalable learning experiences for 80+ learning paths, enabling 2,200+ customers to adopt the product.
- Drove 48% increase in customer learning engagement and 81% increase in course completion rates by strategizing, designing, and managing marketing content on educational materials in the LMS for 2,000+ customers; shipped the deliverables in under 2 months.
- Streamlined eLearning and ILT delivery operations for all product training programs for 700+ customers, contributing to 76% of customers reporting increased confidence in adopting the technology product within 3 months.
- Managed all user provisioning and groups in the LMS by using SQL statements for 80+ new users on a weekly basis.
- Managed the LMS for 2,200+ users by maintaining up-to-date learning materials and accurate measurement records.

Instructional Design & Training Graduate Assistant

University of Utah / Aug. 2019 – May 2021

- Developed 4 compliance-based onboarding eLearning courses for 30+ employees, which led to multimodal, efficient, and interactive onboarding and training structures for new employees with a 100% completion rate annually.
- Generated and led 10 instructor-led learning experiences per year for 16 employees about diversity, inclusion, and belonging, with 92% of learners reporting an increase in understanding of diversity topics.
- Facilitated 20 annual job training experiences onsite for onboarding employees with an average satisfaction rating of 4.62/5.

EDUCATION

Master of Education, M.Ed., Educational Leadership | Concentration: Social Justice
University of Utah, Salt Lake City, Utah

Bachelor of Arts, B.A., English Language and Literature | Minor: Psychology
California Polytechnic State University, San Luis Obispo, California

SKILLS

- Curriculum Development
- Instructional Design
- Technical Writing
- Program Management
- Technical & Software Enablement
- Customer Education Strategy
- Strategic Planning
- Program Measurement & Evaluation
- SCORM
- ILT and VILT Development
- On-Demand Training Development
- Learning Architecture
- LMS Implementation
- LMS Administration
- SME Programs
- Cross-Functional Collaboration
- Video Production
- Graphic Design

TECHNICAL SKILLS

- GitHub
- HTML
- Markdown
- Honeycomb
- Camtasia
- Descript
- Articulate
- Adobe Creative Cloud
- Skilljar LMS
- Continue LMS
- Northpass LMS
- Sigma
- Asana
- Jira
- Salesforce
- Wordpress