

# Ashley Clay

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Versatile Corporate Trainer with 10+ years of demonstrated experience in instructional design, scaffolded instruction, and process improvement in diverse environments and industries. Seeking opportunities to develop and heighten employee training through data analysis, goal setting, ongoing collaboration, blended learning, and performance assessment.

## Professional Experience

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### **IPS Packaging & Automation | Greenville, SC**

#### **Corporate Trainer | October 2022 - November 2023**

- Collaborated with SMEs to identify knowledge gaps, formulate SMART goals, and develop dynamic training schedules to equip new and existing employees with the knowledge necessary to succeed and grow alongside the industry
- Onboarded all new hires and facilitated tailored training programs based on role-specific skills, software, and processes, increasing employee engagement by 90%
- Shadowed SMEs and engaged in departmental training to better understand role-specific processes and challenges before creating intentionally scaffolded training resources and instructional exercises.
- Partnered with external vendors and suppliers to design custom resources and plan on-site training sessions for all departments to enhance product knowledge and industry mastery
- Documented departmental policies and mapped critical ERP and CRM processes to improve cross-team functionality, consistency, and follow-through based on ISO quality standards
- Facilitated small-group soft skills training through interactive workshops to improve cross-departmental communication and foster emotional intelligence
- Authored e-learning modules and customized assessments using online Learning Management Systems to standardize and monitor employee training and professional development
- Researched industry insights and best practices to highlight training opportunities through multimedia formats and email campaigns, blending external and internal learning targets

### **BMW Plant Spartanburg: Zentrum Museum | Greer, SC**

#### **Lead Trainer & Tour Guide | June 2021 - July 2022**

- Collaborated with supervisors and stakeholders throughout the development and implementation of detailed training resources and coaching frameworks to guide new employees through highly technical information and company processes
- Created individualized training agendas to accommodate different learning styles and varying levels of background knowledge through formative evaluation and progress monitoring
- Managed 50+ onsite training sessions for new employees to ensure proficiency of technical knowledge, guide procedures, equipment set-up, and skills, resulting in high customer satisfaction
- Maintained training resources and scripts to ensure the use of inclusive language and graphics, as well as the promotion of diversity initiatives within the company
- Monitored progress of new hires through adaptive practice exercises and 30-60-90 retrospectives
- Coordinated collaborative opportunities to foster mentorship between team members, providing a space for employees of various backgrounds to share insights and strategies to broaden understanding

### **Wade Hampton High School | Greenville, SC**

#### **English Instructor | August 2018 - June 2021**

- Utilized multiple learning management systems to facilitate individualized learning objectives and quickly communicate feedback
- Designed instructional assessments using the ADDIE model and benchmark data to ensure mastery of key objectives and skills
- Spearheaded oversight of a peer-assisted learning program to ensure students received high levels of academic support

- Provided effective academic coaching to at-risk students requiring intensive support by creating individualized learning plans and setting achievable goals, resulting in 90% of students demonstrating academic growth
- Researched current trends in academic support services, tutoring, and peer learning programs through professional development to ensure instructional relevance and value, earning 190+ education credits
- Developed improvements and recommendations to enhance program efficacy and longevity based on collected data and feedback from students and colleagues
- Collected feedback from students and colleagues on the effectiveness of various blended learning tools and inclusive methodologies to better provide targeted learning opportunities consisting of global representations

#### **A.R. Lewis Opportunity School | Pickens, SC** **English Instructor | August 2017 - June 2018**

- Maintained regular contact with students, faculty, staff, and parents to influence and motivate parties to work toward set goals, leading to a 90% graduation rate of at-risk students
- Applied restorative practices to facilitate respectful discussions and develop conflict management techniques to ensure the protection of each learner's emotional safety
- Organized professional development sessions for colleagues to further promote and incorporate best practices throughout the program to meet the emotional and academic needs of students
- Analyzed student functional behavioral assessments to identify key interventions and create a structured learning environment, minimizing behavioral disruptions by 80%
- Utilized coaching skills to facilitate self-advocacy and strengthen executive functioning skills, resulting in improved student achievement

#### **Pickens High School | Pickens, SC** **English Instructor | August 2013 - June 2017**

- Conducted a minimum of 3 weekly after-school tutoring sessions for 4 years as a part of academic support initiatives to increase grade averages by 15%
- Evaluated as a level 5 instructor on a 1-5 scale for student growth on state assessments, resulting in district recognition
- Coached 3 undergraduate interns through the stages of the instructional life cycle and assisted supervisors in the development of performance reviews to ensure professionalism and district alignment
- Collaborated with academic success teams to support and empower ESOL students throughout their educational journeys, ensuring the implementation of inclusive practices and emotional intelligence

#### **Clemson University Academic Success Center | Clemson, SC** **ePortfolio Studio Associate | August 2009 - May 2013**

- Guided 100+ undergraduates through the ePortfolio process to guarantee 100% fulfillment of graduation requirements by offering individualized support services and mentorship
- Presented mentoring practices at Clemson's annual ePortfolio convention with 50+ attendees to promote and increase ePortfolio participation amongst similar universities
- Coordinated phone and email communication for the university's ePortfolio Studio Center to proactively address and resolve student questions and issues

### **Core Competencies**

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Curriculum Design, Corporate Training, Digital Instruction, Project Management, Problem Solving, Learning Solutions, Corporate Onboarding, Process Improvement, Resource Management, Data Analysis

### **Education/Certifications**

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**Bachelor of Arts in Secondary Education**, Clemson University, 2013  
**Online Teaching Certification and Professional Development**, College of Charleston, 2017  
**Project Management Professional Certification**, Google/Coursera, 2022