



EMPLOYMENT HISTORY

Client Training Specialist • Instructional Designer

Oct 2025 - Present

OL - Omniplex Learning

UK

- Conduct consultative discovery conversations with clients to identify learning needs, performance gaps and business objectives, and translate requirements into effective learning experiences and tailored training solutions
- Design, develop and deliver engaging learning experiences across virtual, classroom and blended environments, applying instructional design principles and adult learning methodologies
- Evaluate learning effectiveness against strategic and operational KPIs, using learner feedback, performance data and stakeholder insights to inform continuous improvement and enhance learner experience

Learning and Development Specialist • Quality Assurer

Nov 2021 – Oct 2025

Ascent Flight Training (FTC Maternity Cover)

City & Guilds (Associate)

Pearson Qualifications (Associate)

Inclusive Employers (3-month FTC)

Network Rail (Freelance)

BA Euroflyer

Royal Air Force

Royal Navy

Freedom II

Emerald Airlines

Skypeople • Flypeople (Freelance)

- Lead the full training cycle from needs analysis through to evaluation
- Developed and updated DSAT (Defence Systems Approach to Training) eLearning aligned with Ministry of Defence standards and compliance frameworks
- Review and evaluate the quality, effectiveness, and compliancy of learning content with a focus on processes, procedures, or outcomes, from an impartial and independent perspective

- Collaborate with SME's and stakeholders to gather feedback and align learning with organisational goals and values
- Use instructional design principles and adult learning theories to design and deliver training assets for eLearning, LMS, classroom, and virtual training
- Identify strengths and areas for improvement with a focus on cultural sensitivity and enhancing DEI

Lecturer • Assessor

Jan 2020 – Nov 2021

Further Education

UK

- Designed and delivered high quality, accredited vocational learning and assessments to adult learners, enabling them to maximise their educational, personal and professional growth
- Utilised a range of teaching practices to facilitate learning and assess learners against the required standards of the awarding body (City and Guilds, VTCT)

Senior Cabin Crew Member • Trainer • Assessor

Apr 2013 – Jan 2024

Skypeople/Flypeople - British Airways - BA Cityflyer - EasyJet

- Lead, mentored and motivated operational teams with a focus on safety, compliance and professionalism under pressure and time constraints
- Delivered leadership and behavioural (CRM) training to commercial pilots and cabin crew
- Ensured learners were informed, confident, and competent by facilitating procedural, technical and behavioural learning interventions

EDUCATION

Level 4 Award

in the Internal Quality Assurance of Assessment Processes and Practice

Exp. 2026

Diploma in Visual Design for Learning (ITOL Accredited)

2026

Diploma in Instructional Design (ITOL Accredited)

2025

CIPD Level 5 - Associate Diploma in Organisational Learning & Development

2023

Train the Trainer

(Skypeople)

2021

Level 3 Certificate in Assessing Vocational Achievement

(City & Guilds)

2021

Level 3 Award in Education and Training

(Training Qualifications UK)

2020

SKILLS

- Learning Experience Design
- Instructional Design (ADDIE, SAMI & 2, Design Thinking, Adult Learning Theory)
- Needs Analysis
- Adult Learning & Assessment
- Quality Assurance & Compliance
- Stakeholder Engagement & Consultancy
- Virtual & Face-to-Face Facilitation
- Articulate Storyline 360
- Qualification Development & Delivery