

Jamie Wilson

Customer Education Manager

Customer Education Manager with 4 years' experience building learning programs that boosted usage by 30%. Skilled in LMS administration and curriculum design.



CONTACT



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LinkedIn | Portfolio



City, State, ZIP code

PROFESSIONAL EXPERIENCE

June 2019 - Present

Education Manager, LearnNow SaaS | City, ST

- Developed e-learning modules that increased feature engagement by 30%.
- Launched certification tracks, driving a 25% lift in advanced-feature usage.
- Managed an LMS serving 1,000+ users monthly.

July 2017 - May 2019

Training Specialist, SoftLearn | City, ST

- Conducted 200+ live webinars with 95% positive feedback.
- Authored 50+ knowledge-base articles, reducing basic-support tickets by 20%.
- Coordinated train-the-trainer sessions for global partners.

EDUCATION

Bachelor of Arts in Education

City University, City, ST | May 2017