

KRISTI GALLIGAN

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Organizational Learning & AI Enablement Specialist | Learning Strategy | Instructional Design

Organizational learning and training design specialist focused on helping organizations improve how employees learn, adapt, and perform. Experienced redesigning training programs, building onboarding pathways, creating learner support systems, and evaluating outcomes across corporate and higher education environments. Known for turning complex information into practical learning experiences, including curriculum redesign and structured support that increased licensure pass rates by 23%. Also experienced using AI tools to support training design, study resources, learner coaching, and content development, with hands-on experience in prompt, rubric, and AI response evaluation work. Focused on helping organizations strengthen training through better design, clearer learning pathways, and practical use of AI where it adds real value.

CORE COMPETENCIES

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| • Organizational Learning & Training Design | • Curriculum & eLearning Development | • AI-Enhanced Learning Design |
| • Learning & Development Strategy | • Workforce Onboarding | • Prompt & Evaluation Rubric Design |
| • Needs Analysis & Performance Improvement Training | • Instructional Design (ADDIE) | • AI Content Evaluation & Quality Improvement |
| • Training Evaluation (Kirkpatrick Levels 1–3) | • Instructor-Led & Virtual Training (ILT/VLT) | • Stakeholder & Project Management |
| • Adult Learning Principles | • Learning Analytics & Program Evaluation | • LMS: Canvas, Blackboard, Brightspace |

RELEVANT PROFESSIONAL EXPERIENCE

AI Evaluation Consultant, *Independent Contract Work*

2026-Present

- Contribute to multiple confidential AI training and evaluation projects supporting large language model (LLM) development.
- Design prompts, evaluation rubrics, and scoring criteria that improve AI training quality and consistency.
- Evaluate complex, multi-step AI reasoning tasks for accuracy, coherence, instructional quality, and alignment with project requirements.
- Apply instructional design, adult learning, and analytical expertise to evaluate AI-generated educational and conversational content.
- Identify reasoning breakdowns and opportunities for improvement through structured review and quality assurance.
- Collaborate within rapidly evolving AI development environments while maintaining strict confidentiality and delivering high-quality evaluations under changing project requirements.

Learning and Development Consultant, *Allstate Insurance*

2022-2025

- Designed and delivered leadership, onboarding, compliance, and licensing programs supporting more than 120 insurance agents annually.
- Created blended learning experiences (ILT, VILT, and eLearning) that improved learner engagement and accelerated time to competency.
- Increased insurance licensure pass rates by 23% through curriculum redesign, structured learner support, and targeted study resources.

- Introduced AI as a learning tool, coaching employees to use prompting, verification, and critical thinking to strengthen exam preparation.
- Led pre-licensing, sales, onboarding, and customer service academies while creating facilitator guides and playbooks that standardized program delivery.
- Partnered with executive stakeholders to develop learning solutions aligned with business priorities and regulatory requirements.
- Evaluated learning outcomes using Kirkpatrick Levels 1–3 and performance metrics to guide continuous program improvement.
- Created AI-supported practice questions, study guides, infographics, and other learning resources for licensing candidates.
- Partnered with HR and business leaders to align learning initiatives with workforce development and organizational goals.

External Instructional Designer, *Lancaster Bible College*

2022-2023

- Reviewed and evaluated five online courses across undergraduate Psychology and graduate Social Work programs, partnering with faculty to redesign learning experiences and improve student success.
- Analyzed course organization, assignment design, and assessment alignment to improve clarity, pacing, and learner engagement.
- Partnered with faculty and academic leaders to recommend instructional strategies and curriculum improvements based on learner needs.
- Created standardized course templates, evaluation rubrics, and quality review processes that improved consistency across programs.
- Reviewed course organization, assessments, and the learner experience within Canvas LMS to identify opportunities for improvement.
- Tools: Canvas, Zoom, PowerPoint, Camtasia, Notion, Basecamp

Director of Training and Development, *MyCity Social*

2022-2022

- Promoted from Trainer to Director of Training and Development within three months based on performance and leadership.
- Built the company's onboarding and training program for employees across sales, SEO, and web development.
- Created onboarding guides, training materials, facilitator resources, job aids, and standardized processes that established a consistent learning experience.
- Coached employees through onboarding and performance challenges to build confidence, strengthen communication, and improve job performance.
- Delivered professional development sessions that aligned employee expectations, workflows, and team communication.
- Redesigned hiring, onboarding, and training processes to create a structured pathway for new employees.

English Adjunct Professor

Southern New Hampshire University (2020-Present)

Cumberland University (2016-2020)

Lancaster Bible College (2022-2023)

- Teach adult learners across online, hybrid, and traditional learning environments, supporting 200–300 students annually while fostering engagement, critical thinking, and academic success.
- Design syllabi, assignments, assessments, and course pacing that align with institutional standards and learning objectives.

- Create an engaging online learning environment through active instructor presence, timely feedback, and individualized learner support.
- Coach students through writing, research, and academic challenges by providing individualized feedback that promotes persistence and success.
- Facilitate professional development for faculty and subject-matter experts on instructional quality, assessment practices, and learner engagement.
- Teach responsible AI use for research, writing, and study support while reinforcing academic integrity and critical evaluation of AI-generated content.

EDUCATION

Doctor of Philosophy, Educational Technology and Instructional Design, Keiser University	2025
• Dissertation: <i>Exploring Social-Emotional Learning in a Multigenerational Workforce</i> • Qualitative multi-case research examining how generational differences influence workplace learning, communication, and employee adaptation.	
Master of Education, Organizational Leadership & Communication, Belmont University	2021
Master of Arts, English, Belmont University	2016
• Thesis: <i>That’s Just the Way It Was: Segregation in Wilson County</i>	
Bachelor of Arts, English, Summa Cum Laude, Cumberland University	2009