

PATTI DAVIS

Senior Instructional Designer | Learning Experience Designer (LXD) | eLearning Developer

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PROFESSIONAL SUMMARY

Senior Instructional Designer with 25+ years of experience creating engaging, performance-based learning solutions for hospitality, retail, customer service, and corporate organizations. Expertise includes instructional design, curriculum development, eLearning, leadership development, multimedia production, and AI-assisted content creation.

Known for partnering with business leaders and subject matter experts to translate complex processes into learner-centered experiences that improve onboarding, operational performance, employee engagement, and business results.

CORE SKILLS

Instructional Design • Learning Experience Design (LXD) • Curriculum Development • Adult Learning Theory • ADDIE • SAM • Storyboarding • eLearning • Instructor-Led Training (ILT) • Virtual Learning • Leadership Development • Performance Consulting • Needs Analysis • Microlearning • Learning Management Systems (LMS) • Learning Analytics • Project Management

TECHNOLOGY

eLearning: Articulate Storyline 360, Rise 360, Adobe Captivate

Design: Photoshop, Illustrator, InDesign, Canva

Video: Premiere Pro, Camtasia, Audition

AI: HeyGen, Synthesia, ChatGPT, Microsoft Copilot, AI image and video generation tools

PROFESSIONAL EXPERIENCE

Modern Training and Development – Boutique Training Design Firm

Learning Experience and Media Designer

Nov 2023 – Apr 2026

- Partnered with hospitality and retail organizations to improve workforce readiness, leadership capability, and employee engagement initiatives.
- Supported operational leaders with scalable onboarding, communication, and employee development solutions utilizing modern AI-enabled learning technologies.
- Designed people-focused training and operational support materials aligned to business performance goals and workforce development needs.

The ONE Group – STK & Kona Grill

Director of Training & Talent Development

Jul 2022 – Nov 2023

- Led talent development initiatives supporting multi-unit restaurant operations across multiple concepts.
- Partnered with operational leadership to improve onboarding consistency, employee readiness, and leadership development efforts.
- Supported employee engagement and operational effectiveness through communication, coaching, and development strategies.

Corner Bakery Cafe

Training & Operations Services Manager

Jan 2022 – Jul 2022

- Developed onboarding and workforce development programs supporting new cafe openings and operational readiness.
- Created leadership and hourly employee training programs focused on consistency, communication, and employee performance.
- Produced internal communication materials and operational rollout programs supporting company-wide initiatives.
- Collaborated with operational leadership to improve training accessibility and employee support resources.

Toyota Connected Services – Contact/Call Center

Service Operations & Workforce Development Consultant

Dec 2020 – Dec 2021

- Identified operational improvement opportunities within Salesforce systems supporting customer service teams.
- Developed employee training and communication programs to support process enhancements and operational efficiency.
- Assisted in change management and employee adoption strategies during operational transitions.

ClubCorp – Invited Clubs

Senior Director of Learning & Development

Nov 2019 – Feb 2021

- Led enterprise-wide workforce development initiatives supporting over 20,000 employees across hospitality and club operations.
- Partnered with executive leadership to guide employee communication, operational readiness, and workforce support initiatives during the COVID-19 pandemic.
- Implemented enterprise learning systems to improve onboarding, leadership development, and operational consistency.
- Collaborated with field leadership to strengthen employee engagement and leadership capability across multiple locations.

Del Frisco's Restaurant Group

Director of Training & People Development

Sept 2018 – Nov 2019

- Directed workforce development programs supporting four restaurant concepts and multi-unit operations.
- Implemented SharePoint-based communication systems to improve alignment and information sharing across brands.
- Partnered with leadership teams to support organizational consistency and employee performance initiatives.

Cotton Patch Cafe

Director of Training & Operations Services

Nov 2015 – May 2018

- Managed workforce development initiatives for 52+ restaurant locations.
- Directed field trainers, new store opening trainers, and operational support teams across regional markets.

SELECTED ACCOMPLISHMENTS

- Produced hundreds of instructional videos, eLearning courses, facilitator guides, and digital learning assets.
- Built onboarding and leadership programs supporting multi-unit restaurant operations.
- Created learning content using AI tools to accelerate development while maintaining instructional quality.
- Extensive experience translating operational procedures into engaging, learner-focused learning experiences.
- Facilitated engaging instructor-led, virtual, and conference training for audiences ranging from frontline employees to executive leadership, leveraging public speaking, storytelling, and presentation skills.

INDUSTRIES

Hospitality • Restaurants • Retail • Corporate Learning • Customer Service • Contact Centers • Human Resources • Food Safety

EDUCATION & PROFESSIONAL DEVELOPMENT

LeTourneau University

Business Management Coursework

Le Cordon Bleu

Food Photography Certification

Additional Professional Development - Dale Carnegie, Franklin Covey, Achieve Global, DDI Leadership Development

Continued education in Instructional Design, Learning Technologies, Multimedia Production, Artificial Intelligence, and Adult Learning Methodologies.