

Julie D. Nixon

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Learning and Development Specialist

Professional Summary

Learning and Development Specialist with extensive expertise in both in-person and virtual facilitation, adept at designing and implementing impactful training programs that enhance performance and engagement. Leveraging skills in e-Learning, curriculum design, and project management that consistently delivers high-quality outcomes aligned with business objectives. Passionate about fostering a positive learning environment and utilizing data-driven strategies to optimize training effectiveness and address skill gaps.

Skills

- **Training Development & Delivery:** Needs assessment, curriculum design, instructional design, e-learning development, facilitation (in-person & virtual), adult learning principles, blended learning
- **Project Management:** Project planning, execution, and monitoring, stakeholder management, budget management
- **Data Analysis & Reporting:** Data analysis, metrics development, reporting, trend identification, performance measurement, data-driven decision making
- **Communication & Collaboration:** Excellent written and verbal communication skills, collaboration with cross-functional teams, presentation skills
- **Performance Improvement:** Training needs analysis, program evaluation, data analysis, identifying and implementing improvements
- **Technical Skills:** Proficient in MS Office Suite, Adobe Pro, LMS administration (Cornerstone and PayChex), Articulate 360 (Storyline & Rise), Vyond, Camtasia, Snagit, SharePoint

Employment History

Latitude Subrogation Services, Bloomfield Hills, Michigan

11/2023 - 12/2024

Learning and Development Specialist

- Developed new hire training for 5 departments in claims, boosted engagement by 30% and retention through interactive eLearning and live facilitation by 50%.
- Analyzed training data to refine content, enhanced learning outcomes and addressed skill gaps.
- Managed multiple projects, ensured timely completion and adherence to quality standards.
- Led development of dynamic training initiatives, integrated data analytics and interactive eLearning to enhance team performance and knowledge retention, increasing accuracy by 15% over a 6 month period.
- Partnered with key stakeholders to modernize training materials, ensured alignment with evolving business requirements and industry standard.
- Orchestrated multiple concurrent projects while maintaining quality benchmarks, focusing on measurable learning outcomes and engagement metrics.
- Maintained all Learning Management System courses, transcripts, surveys and analytics.

Farmers Insurance Company, Austin, TX

01/2018 - 08/2023

Learning Delivery Specialist – Subrogation Claims

- Maintained detailed records of training programs and participant performance for 5 internal department with an overall staff of 385 specialists.
- Collaborated with stakeholders to update training materials and align with evolving business needs.
- Conducted performance audits to identify areas for curriculum improvement and tailor training accordingly.
- Adapted instruction based on participant feedback and engagement. Increased participant positive feedback by 15%.

- Effectively managed multiple training projects simultaneously, ensuring timely completion and high-quality outcomes.
- Managed training logistics, including scheduling, room bookings, and materials development for 11 different job roles.
- Effectively instructed students using diverse teaching methods and provided personalized support.
- Facilitated Texas Property and Casualty Adjuster Licensing sessions in both in-person and virtual formats and had a 100% exam pass rate.
- Produced and facilitated quarterly Subrogation training for Supervisor Continuum participants across the company, resulting in an increase of business operations awareness by 25%.

Farmers Insurance Company, Austin, TX

02/2007- 01/2018

Arbitration and Liability Field Claim Handler

- Resolved intercompany liability and damage disputes through arbitration with a win/loss ratio of 70%, including case preparation, evidence collection, and argument development.
- Conducted legal research to support insured positions and advise on legal rights and obligations.
- Maintained certification as an auto damage and liability arbitration panelist.
- Conducted thorough investigations of auto and home liability claims, including policy review, medical record analysis, and loss evaluation, maintaining an inventory average of 150 claims.
- Conducted site visits to verify information and assess damages.
- Ensured accurate claim processing and maintained comprehensive claim documentation, returning a consistent audit score average of 98%.
- Prioritized client confidentiality and referred suspicious activity to the fraud department.
- Provided exceptional customer service through effective communication and active listening.
- Collaborated with internal departments to improve customer service and build a knowledge base.

Education

Bachelor of Business Administration (BBA), Marketing

Texas State University, San Marcos, TX

Associate of Arts (AA)

Blinn College, College Station, TX

Certifications

- Licensed Property & Casualty Adjuster (1381933), 2006 - Present
- Certified AINS, 2017 - Present
- Group Exercise Instructor - 2010 to 2016