

SARA BRYANT

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Learning & Development professional with 20+ years of experience designing and delivering engaging, outcomes-driven training across education, entrepreneurship, and business operations. Expert in curriculum design, adult learning principles, and translating complex processes into clear, scalable training programs. Known for driving performance through practical, learner-centered design and continuous improvement.

CORE COMPETENCIES + TOOLS

Instructional Design (ADDIE, Kirkpatrick, SAMR) • Curriculum Development • Training Facilitation • Onboarding & Enablement • Process Documentation • SOP Development • Performance Support Materials • Stakeholder Collaboration • Data-Driven Iteration • Change Management Support • LMS Platforms (working knowledge) • eLearning Tools (upskilling)

PROFESSIONAL EXPERIENCE

Founder & Customer Education Lead | Bee's Knees

Oct 2018- Present

- Designed and delivered customer education programs, including video tutorials, virtual trainings, and microlearning content to support product adoption and skill development.
- Delivered live virtual training sessions as a featured summit speaker (4x), including a global audience of 5,000+ attendees, achieving 300+ course opt-ins (6%+ conversion) and 92% viewer retention beyond initial drop-off.
- Built scalable learning touchpoints across email, e-commerce, and social platforms to improve customer success and reduce support needs.
- Applied customer feedback and behavioral insights to continuously refine training content and improve engagement.

Loan Production Analyst (Contract) | Eastern Bank

July 2025 – Nov 2025

- Created and maintained SOPs and process documentation to support training and consistent execution across teams.
- Translated complex regulatory and financial requirements into clear, actionable guidance for internal stakeholders.
- Identified workflow inefficiencies and contributed to process improvements that enhanced speed and accuracy.

Project Coordinator | J&R Marketing

May 2023 - Dec 2024

- Developed client onboarding and training materials to support successful launches and self-service adoption.
- Created internal documentation and training resources, reducing knowledge gaps across teams.
- Partnered cross-functionally to align training materials with user needs, business goals, and operational workflows.
- Managed projects from kickoff through delivery, ensuring clarity, consistency, and stakeholder alignment.

Loan Production Analyst (Contract) | Eastern Bank

Jan 2021 – Dec 2022

- Supported high-volume, compliance-driven workflows while serving as a resource for explaining processes and requirements to stakeholders.
- Interpreted evolving SBA/PPP guidelines and ensured accurate implementation across teams.
- Reinforced consistency and understanding through clear communication and documentation.

ELA & Public Speaking Teacher (Grades 9–12) | Foxborough Public Schools

Sept 2002 – June 2020

- Designed and implemented standards-aligned curriculum using Understanding by Design (UbD), driving measurable learning outcomes.
- Developed differentiated learning experiences to meet diverse learner needs and increase engagement.
- Facilitated professional development for educators on instructional technology, curriculum design, and inclusive pedagogy.
- Mentored new teachers in lesson design, classroom management, and learner-centered strategies.

EDUCATION

Bridgewater State College — Master of Arts in English (2007)

Boston College — Bachelor of Arts in English + Secondary Education (2002)