Maria Al Tayar

Learning Strategy, Facilitation & Leadership Development

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PROFESSIONAL SUMMARY

Learning and enablement professional with 13+ years of experience across program design, workforce upskilling and leadership development, including 5 years supporting global compliance training in finance. Experienced in partnering with senior business leaders to translate complex requirements into practical, scalable learning solutions and real business outcomes. Combines a strong foundation in adult learning theory with hands-on AI-assisted workflows to deliver engaging, audit-ready training programs for global teams.

KEY ACHIEVEMENTS

- Led an end-to-end redesign of the Global Screening Operations onboarding program, training facilitators on a multi-component solution rolled out across three global regions. (Citi)
- Partnered with compliance SMEs to design and deliver over 100 learning solutions, including critical high-impact programs delivered to cross-functional global audiences. (Citi)
- Established delivery metrics and structured coaching for 30+ instructors, elevating the school's national performance ranking from 20th to the top 2 across 20 centers. (Kaplan Chicago)
- Led the emergency transition of academic programs to virtual platforms during COVID-19, driving faculty onboarding, learner adoption, and quality controls (Kaplan Miami)

CORE SKILLS

• **Strategy & Advisory:** Strategic Needs Assessment • Stakeholder Consulting • Learning Strategy • Workforce Capability Building • Leadership Development

• **Learning Design & Technology:** Instructional Design (Digital / Hybrid / ILT) • AI-Assisted Workflows • LMS Administration

• **Governance & Measurement:** Regulatory Compliance & Controls • Project Management (Jira) • Knowledge Management • Learning Analytics & Evaluation

EDUCATION

M.S. Instructional Design and Technology
Purdue University, 2020

M.A. in Communication
Suffolk University, 2011

B.A. Linguistics and Education
Moscow State Linguistic University, 2007

CERTIFICATIONS

Becoming a Strategic Advisor
Owen Fitzpatrick for Citibank, May 2026

Google AI Essentials Certificate
May 2024

Certificate in AR/VR Instructional Design
University of Maryland, 2023

Graduate Certificate in Leadership
University of Michigan, 2016

PROFESSIONAL EXPERIENCE

Learning Design and Development, Senior Analyst – Citi **Oct 2021 – Present**

- Partnered with global stakeholders to produce 100+ learning experiences, including instructor-led training, web-based training, simulations, job aids, and multimedia content, for audiences ranging from 30 to 500,000 learners.
- Managed 2–3 concurrent projects, totaling 20+ annually.
- Owned the full cycle of L&D solutions, from needs analysis and consulting to development, deployment, and evaluation.
- Supported high-impact onboarding, upskilling, leadership development, regulatory training, and communication initiatives.
- Advised team leadership and business stakeholders on adult learning principles, methodologies, and optimal L&D solutions.
- Evaluated training effectiveness post-launch for instructor-led programs, using learner analytics from LMS reports and learner and manager surveys.
- Developed AI use cases for the L&D team to optimize processes and demonstrate the team's expanded capabilities to management and senior stakeholders.
- Promoted enterprise-wide adoption of new tools and technology by serving on cross-functional governance forums.
- Maintained strict adherence to the firm's policies, standards, and guidelines across all L&D solutions.
- Acted as a formal mentor to junior team members.

Independent Learning and Development Consultant – National Foundation **Apr – Jul 2026**

- Conducted thorough needs analysis, uncovering the root learning need and refocusing the project scope to address it.
- Used AI-assisted research to design gamified training for 70+ participants grounded in psychological distancing principles, helping participants engage with change without resistance.
- Designed a leadership module to prepare managers for leading the change.
- Built facilitator guides and delivered a train-the-trainer session to ensure consistent delivery across the foundation.

Co-Founder & Learning Experience Designer – Training Lounge **2020 – 2021**

- Co-founded and ran a virtual school offering live online programs for international adult learners.
- Owned programs end to end, from needs analysis to delivery, and improved the curriculum based on learner feedback and performance outcomes.

Instructional Designer – Highway to English **Apr – Aug 2020**

- Designed online learning programs, ensuring consistent learner experience, instructional quality and on-time delivery across cohorts.

School Operations Director – Kaplan International, Miami **2018 – 2020**

- Led a cross-functional team of 15 in a high-volume, service-driven environment, overseeing team performance and academic instruction quality.
- Designed and delivered sales enablement and systems training, resulting in a 15% increase in the center's enrollments.
- Improved student satisfaction by 40% using learner feedback and performance data to refine instructional delivery.
- Led the operational transition to fully virtual learning during COVID-19, upskilling instructors on digital delivery tools while maintaining program quality.

Academic Manager – Kaplan International, Chicago **2015 – 2018**

- Designed and implemented a performance metrics framework for a 30+ academic team, using results to drive regular coaching and raising the center's national ranking from 20th to 1st–2nd out of 20 centers.
- Owned the annual professional development plan, from design and delivery to evaluation.
- Led internal quality assurance reviews and documentation prep to ensure full compliance with ACCET accreditation standards, contributing to successful institutional re-accreditation.

Team Leader, Instructional Design & Curriculum Development – The Cambridge Institute of International Education **2014 – 2015**

- Designed academic programs rolled out across a network of 100+ partner schools.
- Trained faculty and administrative staff to ensure consistent delivery and instructional quality at scale.
- Built the institution's LMS operating framework from scratch, establishing content governance standards, user access protocols, enrollment workflows, and centralized reporting.

Academic Director (promoted from TESOL Coordinator & ESL Instructor) – Target International Student Center **2011 – 2014**

- Led instructional delivery and faculty performance across all programs, establishing quality benchmarks and classroom observation standards to maintain accreditation readiness.
- Ensured curriculum compliance and audit documentation to successfully secure the institution's initial ACCET accreditation.

PRO BONO WORK

Instructional Designer – Heart-to-Heart International **Sep – Dec 2020**

- Designed e-learning content for a public health program serving underserved youth in low-income communities.