

Sonya Edwards

LEARNING & DEVELOPMENT SPECIALIST

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PROFESSIONAL PROFILE

Specialist with expertise in training program support, LMS administration, compliance oversight, and facilitation. Experienced in coordinating training logistics, managing learning systems, and partnering with cross-functional teams to deliver effective, timely training solutions. Possesses a valid and current Florida State Professional Educator license.

- **Delivered and facilitated structured training programs and divisional orientations** for rotational cohorts, ensuring compliance with organizational standards and achieving 100% certification across all programs.
- **Managed LMS platforms** to monitor required training completion, maintain training delivery materials, and report out on learner progress across multiple cohorts.
- **Partnered with leadership and subject matter experts to identify service gaps** and designed training interventions that reduced attrition to less than 5% and increased team engagement by 25%.
- **Coordinated training logistics**, including scheduling, facilitator coordination, and materials preparation to ensure timely, compliant program delivery.

EXPERIENCE

Walt Disney World, Lake Buena Vista, FL

October 2025-Present

Education Instructor (TA) -Epcot

- Created updated New Employee Training artifacts, increasing engagement and knowledge retention in 4 of 5 trials.
- Effectively communicate information, including accurate animal and conservation messages to 300+ guests daily.
- Build and maintain effective working relationships with cast on 5+ teams through collaboration, partnership, and interpersonal communication.

Attractions-Magic Kingdom

- Applied Operating Guides, Train Me, D Learn, and Express Checklists to support training compliance and deliver safe, efficient guest experiences across multiple attractions.
- Diagnosed and resolved guest-facing system and accessibility issues in real-time, providing end-user support across high-volume operational lines of business.
- Supported high-volume operational lines of business, collaborating with diverse Cast Members at all levels to deliver consistent, guest-centered service in a fast-paced environment.

Sonya Edwards Learning LLC, Winter Garden, FL

February 2023 – Present

Contractor | Training Facilitator | Instructional Designer

- Redesigned New Employee Training program for large-scale call center, adjusting flow and materials for rotational cohorts to meet organizational needs.
- Partnered with subject matter experts (SMEs) and cross-functional stakeholders to support New Employee Training program implementation, coordinate logistics, and design scalable solutions that reduced attrition to less than 5%.
- Managed and administered LMS platforms to schedule training cohorts, maintain delivery materials, and monitor completion — achieving 100% certification rates across all programs.
- Authored and maintained compliance documentation and standard operating procedures (SOPs) across multiple training cohorts, ensuring 100% adherence to regulatory standards.
- Provided constructive, role-related coaching and feedback to Trainers, Facilitators, and learners, resulting in a 33% increase in assessment scores and measurable performance improvements.
- Assisted in preparing, designing, and developing multimedia training materials (video, scripting, eLearning) and supporting documents, coordinating timelines to ensure content was delivered efficiently and on schedule.

Orange County Public Schools, Winter Garden, FL

July 2017-January 2025

Instructor | Professional Learning Community Lead

- Facilitated curriculum-based training and instruction for 170 learners annually, achieving consistent top 3 district performance results for 6 consecutive years.
- Maintained 100% compliance with state and federal education regulations through systematic documentation and reporting.
- Led a team of 8, coordinating professional development schedules, booking sessions, and managing logistics to ensure training was delivered on time and in alignment with compliance and performance goals.
- Developed and revised digital and print instructional content (Articulate 360, Vyond, Canvas, Google Classroom), applying technical writing best practices to align content structure across diverse learner groups.
- Applied Universal Design for Learning (UDL) and data-driven analysis to improve learner outcomes, driving a 50-point performance increase.

Newport News Public Schools, Newport News, VA	July 2016- June 2017
Instructor	
- Facilitated daily instruction for 30 diverse learners, creating hands-on, scenario-based learning experiences that improved participation and retention. - Tracked learner progress and maintained compliance with state curriculum standards, ensuring accountability in instructional delivery. - Developed interventions that increased overall learner performance by 20%.	
Jamestown Yorktown Foundation, Yorktown, VA	May 2012- July 2016
Museum Program Assistant Youth Volunteer Instructor	
- Facilitated interactive education programs for international guests, achieving a 96% positive feedback rate. - Coached and mentored youth volunteers, providing feedback and skill development in a live service environment. - Collaborated with educators and subject matter experts to ensure historical accuracy and update training materials.	

EDUCATION, CERTIFICATIONS

The College of William and Mary	2016
Masters of Arts Education: Curriculum & Instruction	
<i>Recipient of Peter D. Pruden Jr. & Phyllis S. Pruden Scholarship Kappa Delta National Honors Society</i>	
Thomas Edison State University	2014
Bachelor of Arts, Liberal Arts	
Disney Institute: Coaching for Peak Performance	2023
Management and Strategy Institute: Corporate Trainer Certified (CTC)	2023
Friesen, Kaye & Associates: Master Instructional Designer	2024
Google Professional Certifications: Project Management	2023
State of Florida Department of Education	2022
Professional Educator License 1343644	
<i>Elementary Education, English Language Arts 6-12, English for Speakers of Other Languages K-12, Reading K-12</i>	