

KRISTIN FIORE

Principal Instructional Designer | Engineering Enablement

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CAREER SUMMARY

Technical enablement strategist with 20 years designing engineering onboarding, DevOps, cloud architecture, and digital transformation programs for large technology organizations. I build structured learning systems that reduce time to proficiency and support operational excellence in complex cloud environments, and recently integrated AI into development workflows to accelerate training production across my team and beyond.

CORE COMPETENCIES

Technical Enablement Strategy
Cloud & DevOps Curriculum Architecture
Engineering Onboarding Systems

AI-Assisted Content Development
Platform Transformation Training
Executive Technical Communication

TECHNICAL SKILLS

Learning Tools	Articulate 360 (Rise, Storyline, Review), SharePoint site design, Camtasia (Certification 2025), Adobe Captivate, Adobe Audition, Audacity, LMS platforms, HTML5, CSS3
AI	AI-driven workflow design, prompt engineering, custom AI agent prototyping, AI-generated graphics collections, Oracle AI Foundations Certification (2025)

PROFESSIONAL EXPERIENCE

Oracle Cloud Infrastructure (OCI) – Principal Instructional Designer | 7/2021 – Present

- Created an AI-driven transcript-to-course workflow converting SME videos into interactive, scenario-based training; reduced development time ~80%; adopted team-wide during 43% team reduction.
- Architected OCI's 90-day engineering onboarding in six weeks, consolidating 50+ SME resources into sequenced systems-level learning; achieved 90 NPS and HR endorsement as OCI standard.
- Spearheading redesign of onboarding into a SharePoint hub with workflow-aligned microlearning covering core tasks, failure patterns, first-checks, scenarios, and labs, engineered for rapid updates.
- Produced 40 of 166 AI in Action videos promoted Oracle-wide, driving 140K+ views (Nov–Feb 2026) and 100K+ unique viewers. Co-developed professional video template requested across several orgs.
- Developed advanced OCI cert courses (DevOps, Networking, Architect Professional, Data Science), designing multi-module programs with labs and exams covering design, deployment, and operations.
- Created the pilot course and helped define the training framework for Oracle Alloy (Dedicated Region partner-operated cloud), supporting onboarding of 27 top-spend enterprise partners; pilot earned the All-Hands Magma Award and unlocked team-wide Articulate licensing.
- Invited by skip-level Sr. Director to join AI and Five-Year Vision strategy teams; developed AI POCs including a prompt engineering library and chatbot using OCI and internal course knowledge.

Premiera Blue Cross (contract) – Senior Instructional Designer | 8/2020 – 7/2021

- Facilitated architect-level discussions during enterprise on-prem to cloud migration; drafted architecture diagrams and developed executive training explaining transformation structure and benefits.
- Increased executive understanding and enthusiasm for the transformation from 33% to 74% (survey).
- Distilled 300+ page text-only Payment Bundle Administration system manual into 65-page operational desk reference; usage exceeded legacy guide 8:1, reducing analyst errors and support requests.
- Sole team member retained after pandemic cuts; recognized by director for “outstanding performance.”

Oracle Cloud Infrastructure (OCI) (contract) – Senior Instructional Designer | 2/2019 – 7/2020

- During rapid growth and pandemic disruption, designed compute, networking, on-call, Jira, and change management training addressing engineer operational immaturity and incident misclassification with minimal guidance and input.
- Diagnosed engineer resistance to on-call and production ownership through 50+ interviews in first week on job; created targeted DevOps training linking ownership to customer impact and service excellence, driving increased adoption of end-to-end accountability practices and shift in engineering mindset.
- Established workflow templates and curriculum development standards across our team (first ID hired).

Microsoft – Instructional Designer (contract) | 3/2010 – 8/2015; 8/2018 – 10/2018; 1/2019 – 7/2019

- Improved global partner training approval from 75% to 92% for 300+ white-glove support agents by redesigning instructor-led programs into scenario-based, interactive e-learning aligned to top call drivers; created 25+ courses spanning cloud solutions, identity/security, IT admin, and business skills.
- Built identity and security training that formed the basis for advanced Microsoft 365 cert exams.
- Developed industry-focused digital transformation training for manufacturing, automotive, retail, and government sales teams. Aligned content to enterprise digital strategy and accessibility standards.

Amazon – Instructional Designer (contract) | 11/2018 – 1/2019

- Created VILTs for infringement investigations teams, increasing accuracy and speed of claim handling.

Boeing – Instructional Designer (contract), Team’s Technical Lead | 7/2006 – 2/2009

- Supported mission-critical shift from manual to digital workflows, enabling expansion from 2 to 16 aircraft in concurrent Boeing 787 (Dreamliner) flight test operations.
- Implemented reusable content model and standardized team workflow to maintain readiness amid repeated strategy resets tied to aircraft release timelines.

EDUCATION AND CERTIFICATIONS

- Certifications: Camtasia (2025), Oracle AI Foundations (2025), OCI Foundations (2024)
- Master of Library and Information Science, University of North Carolina at Chapel Hill
Focus: Online Learning and Research
- Bachelor of Arts in Art History, University of California at Los Angeles, College Honors