

Praycious White

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Learning Operations Specialist | LMS Administration | Program Delivery

PROFESSIONAL SUMMARY

Learning operations professional with 6+ years of experience coordinating programs, supporting facilitators and learners, and improving delivery processes. Supported 250+ annual learning sessions and SAP SuccessFactors Learning administration for 400–500 employees across eight business units. Improved on-time delivery by 15%, LMS administrative efficiency by 10%, and stakeholder satisfaction by 27% through documentation, reporting, and workflow improvements.

AREAS OF EXPERTISE

Learning operations, LMS administration, Program and cohort delivery, Learner support, Facilitator coordination, Stakeholder partnership, Training logistics, Instructional design support, Evaluation and reporting, Process documentation

TECHNICAL SKILLS

Learning systems and authoring: SAP SuccessFactors Learning, Articulate Rise 360, Cornerstone exposure, Workday Learning familiarity, Adobe Captivate beginner

Delivery and evaluation: Microsoft Teams, WebEx, Zoom, PowerPoint, Canva, Qualtrics

Operations and reporting: Asana, SharePoint, Microsoft Forms, Outlook, Excel PivotTables, lookups, filters, charts, dashboards, Salesforce, ServiceNow

PROFESSIONAL EXPERIENCE

Freelance AI Evaluation Projects - AI Trainer

Uber AI Solutions, Mercor, Handshake (Feather) | Remote

Mar 2026 – Present

Evaluate AI-generated content against structured rubrics, quality standards, and evolving project guidance.

- **Rubric-based evaluation:** Assess AI-generated text, images, audio, and video for accuracy, relevance, instruction-following, policy alignment, and overall quality.
- **Quality documentation:** Record evidence-based decisions, identify edge cases, and adapt to changing guidelines while meeting productivity expectations.

Co-Founder & Operations Lead

Just Skyn (Skincare & Beauty Brand) | Atlanta, GA

Feb 2025 – May 2026

Led operations for an early-stage skincare venture, coordinating vendors, product development, communications, and documentation.

- **Vendor coordination:** Cut turnaround from approximately three weeks to one week through clearer requirements, follow-up, and issue resolution.
- **Workflow documentation:** Coordinated five product-sample rounds and created SOPs for vendor communications, feedback, customer inquiries, and recurring work.

Community Volunteer - Program Coordinator

Atlanta Thrive (Non-Profit Education Organization) | Atlanta, GA

Jul 2024 – Dec 2024

Supported education-focused community programming, advocacy, stakeholder engagement, and administration.

- **Learning-event support:** Coordinated session production, registration, materials, presentations, expo logistics, outreach, and advocate scheduling.

Learning & Development Specialist

Delta Air Lines | Atlanta, GA

Mar 2022 – Dec 2023

Coordinated leadership-development operations, LMS administration, learner communications, reporting, and delivery across eight business units.

- **Learning delivery:** Coordinated 250+ annual sessions across L365, SkillsFirst, Leadership Accelerator, and business-unit programs, aligning calendars, facilities, A/V, materials, catering, and facilitators.
- **LMS administration:** Supported 400–500 employees in SAP SuccessFactors Learning through enrollment, assignments, completion tracking, troubleshooting, records, and reporting.
- **Program redesign:** Supported a seven-month L365 relaunch into three two-day, in-person sessions per week for cohorts of up to 40 employees.
- **Operational improvement:** Improved on-time delivery by 15%, LMS administrative efficiency by 10%, and stakeholder satisfaction by 27% through SOPs, production checklists, job aids, and a SharePoint intake tracker.
- **Learning evaluation:** Adapted leadership content for 100+ TechOps employees with HR and subject-matter experts, coordinating materials, delivery, and Qualtrics evaluation that recorded 85% satisfaction.

Project Coordinator – Recruitment & Staffing

Delta Air Lines, TechOps Pipeline Development | Atlanta, GA

Dec 2021 – Feb 2022

Supported workforce-pipeline projects through communications, reporting, digital resources, and event logistics.

- **Reporting and analysis:** Supported 30+ hiring managers with Excel reports, PivotTables, lookups, and charts for TechOps staffing initiatives.
- **Resource development:** Created a five-page internal site and Microsoft Forms intake process to organize candidate-interest information and program updates.
- **Executive communication:** Prepared weekly reports and communications for executive leaders, including a TechOps Vice President.

Assistant Program Coordinator

Georgia State University, LaunchGSU | Atlanta, GA

Aug 2019 – Sep 2021

Supported participant onboarding, workshops, communications, CRM records, facilitator coordination, and recurring administration.

- **Participant onboarding:** Supported program growth from approximately 150 to 350 participants and onboarded 50–80 participants each semester through orientations, resource sharing, and follow-up.
- **Workshop delivery:** Coordinated 75+ workshops per semester, including registration, materials, facilitators, and onsite or virtual delivery.
- **Learner engagement:** Increased engagement by 40% and response rates by 30% through open forums, hybrid access, recordings, Salesforce follow-up, and a newsletter reaching 150+ recipients.
- **Partnership support:** Helped secure more than \$10,000 in grants and donations while supporting participant services and program operations.

ADDITIONAL EXPERIENCE

Communications Center Supervisor | *Six Flags Over Georgia* | Austell, GA | Sep 2017 – Sep 2019

- Promoted to Supervisor while coordinating communications across approximately 42–43 rides and a radio network of 40–75 staff and training employees on communication and escalation procedures.

Teacher Fellow | *Breakthrough Atlanta* | Atlanta, GA | May 2017 – May 2018

- Designed and delivered science lessons, assessments, tutoring, and learner activities while participating in family conferences and instructional coaching.

Team Lead | *Chick-fil-A* | East Point, GA | Jan 2015 – Aug 2016

- Promoted to Team Lead, supervising 4–6 employees, training new hires, and coordinating assignments and daily operations.

PROJECTS

Submit with Confidence: Navigating a New Expense Reporting Process | *Instructional Design Simulation* | 2026

- Developed an end-to-end learning solution spanning needs analysis, storyboarding, digital course content, a learner job aid, rollout communications, facilitator resources, LMS implementation planning, and Kirkpatrick-based evaluation.

Managing Competing Priorities: The PACT Framework for Frontline Leaders | *Instructional Design Simulation* | 2026

- Designed a scenario-based Articulate Rise 360 experience with workplace decisions, knowledge checks, targeted feedback, and a quick-reference performance-support guide.

EDUCATION

Bachelor of Arts in Chemistry | Arizona State University

CERTIFICATIONS

SAP SuccessFactors Learning Management Administration, SAP, 2023

Asana Workflow Specialist, Asana, 2025

Build Your Skills as an Instructional Designer, LinkedIn Learning, 2026

Career Essentials in Project Management, Microsoft and LinkedIn, 2026

Google AI Course Pathway, Google, 2026