

VERONICA BOUCHER

Director of Training & Learning and Development – Instructional Designer — Learning Specialist –
Director, Education and Professional Development – EdTech Specialist – Curriculum Developer

CONTACT



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KEY SKILLS

Instructional Design

Digital Learning Design

Standards Alignment

Curriculum Mapping

Learning Experience Design

Instructional Design Models

Professional Learning Delivery

Content Optimization

LMS Management

Training Needs Analysis

Instructor-Led Training

EdTech Integration

Program Scaling

ADDIE Model

Learning Impact Measurement

Compliance Reporting

HR Management

Cross-Functional Collaboration

EDUCATION

Master of Science in Special
Education

St. John's University, Jamaica, NY

Bachelor of Arts

State University of New York,
Binghamton, NY

PROFILE SUMMARY

Transformative Learning & Development leader with 10+ years of experience designing enterprise-level training programs, leading cross-functional teams, and implementing data-driven performance systems serving 500+ stakeholders annually. Proven success building scalable LMS-based learning ecosystems, driving 100% compliance outcomes, increasing adoption rates up to 95%, and improving operational efficiency by as much as 40%. Expert in adult learning theory, curriculum architecture, learning analytics, compliance reporting, and workforce development strategy. Recognized for translating complex regulatory and operational requirements into engaging, measurable learning solutions that elevate performance and reduce risk.

CAREER HIGHLIGHTS

Adult Learning Curriculum & Instructional Design:

- Designed and launched interactive LMS-based training programs covering compliance, instructional strategy, safety certification, de-escalation, and leadership communication, achieving 100% staff completion within 30 days and 95% post-training mastery rates.
- Increased course completion from 70% to 100% by redesigning delivery into blended and asynchronous formats with embedded assessments and scenario-based learning.
- Reduced onboarding adjustment time by 30% through development of structured digital training modules for new hires.

Learning & Development Strategy, Program & Team Leadership:

- Directed learning initiatives impacting 500+ learners, 50 educators, and support staff, achieving 95% technology adoption and a 35% increase in digital engagement.
- Led and developed 50+ cross-functional staff, increasing instructional performance scores by 15% and staff satisfaction by 20%.
- Improved cross-team communication efficiency by 35% through structured collaboration protocols and leadership forums.

Training Facilitation & Professional Development Delivery:

- Reduced technology-related support requests by 50% following targeted digital platform training workshops.
- Designed data-informed PD cycles that increased subject proficiency benchmarks by 10% across ELA and Math.
- Achieved 90% staff satisfaction ratings through interactive, scenario-driven learning modules.

Learning Analytics, Evaluation & Compliance/Accreditation Reporting:

- Managed data systems for 250+ active records annually, improving intervention accuracy and outcomes through KPI dashboards and analytics tracking.
- Built executive dashboards and reporting systems reducing manual reporting time by 30% while increasing real-time decision visibility.
- Achieved 100% compliance across safety, certification, IEP, and audit reporting requirements, with zero corrective findings.
- Reduced documentation errors by 35% through digitized compliance systems.

HR Management, Recruitment, & Staff Retention:

- Recruited and onboarded 25+ candidates annually, achieving 100% first-year retention.
- Represented organization at district hiring fairs engaging 200+ candidates per season.
- Successfully reduced staff grievances by 30% and improved climate survey results by 25% through leadership initiatives.

Learning Technologies, LMS & E-Learning Development Tools:

- Implemented enterprise digital learning platform reaching 500+ users, increasing staff platform consistency by 40%.
- Designed fully digital master scheduling system improving operational accuracy by 40% and increasing equitable access to programming by 25%.

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CERTIFICATION

School Building Leader (SBL) –
Advanced Certificate, March 2019

School District Leader (SDL) –
Advanced Certificate, March 2019

Special Education – New York State
Certification

Google Certified Educator – Google
for Education

**Therapeutic Crisis Intervention
(TCIS)** - *28-hour training, 2016*

**Annual Safety & Emergency
Preparedness Certification**

Mandated Reporter Certification

**Chapter 408 Compliance Training
Certification**

IT SKILLS

Microsoft Office Suite (Teams,
Excel, PowerPoint, Word), Google
Workspace (Certified Educator),
Zoom, Parent Square (Community
Engagement Platform)

Advanced Excel (Dashboards, KPIs,
Trend Analysis), Survey Design &
Analysis (Google Forms), Advance
(NYC DOE Observation Platform),
SEIS (Special Education
Compliance System), STARS
(Scheduling & Grading)

TRAINING ATTENDED

Continuing Teacher and Leader
Education (CTLE)

Leadership & Compliance

ADDITIONAL EXPERIENCE

New England Center for Children,
Southborough, MA
Graduate Assistant/Educator

P.S. 190K, Brooklyn, NY
Teacher

PROFESSIONAL EXPERIENCE

NYC DEPARTMENT OF EDUCATION - P.S. / M.S. 146Q | Queens, NY

Sep 2014 – May 2025

Instructional Designer/L&D Manager/Assistant Principal

May 2023 – May 2025

- Promoted to lead strategic training, compliance, and operational transformation initiatives for a K–8 institution serving 500+ stakeholders.
- Designed and deployed LMS-based compliance and instructional training modules achieving 100% completion and 95% mastery.
- Spearheaded digital platform implementation across 50 educators, resulting in 95% adoption and 40% increase in consistent use.
- Reduced scheduling inefficiencies by 40% and increased access to enrichment programming by 25% through enterprise digital scheduling redesign.
- Increased positive stakeholder engagement by 65% and reduced disciplinary referrals by 30% through structured communication accountability program.
- Improved instructional performance metrics by 15% through data-informed coaching and evaluation systems.
- Facilitated professional development for 50+ staff, improving instructional effectiveness by 15%.
- Centralized all compliance training into one LMS portal, saving 25 staff hours per month.
- Automated certification tracking and digital dashboards, reducing manual administrative workload by 30–45%.
- Improved employee perception of fairness and professional access by 20% via equitable workload and development policies.

Training & Development Lead/504 Coordinator/SETSS Provider

Sep 2014 – May 2023

- Directed compliance, training, analytics, and operational systems supporting 250+ active learner records annually.
- Elevated application of professional development concepts by 30% through performance reflection tools and follow-up coaching systems.
- Designed mentoring systems resulting in 100% first-year staff retention and measurable improvement in instructional ratings.
- Analyzed academic, attendance, and compliance data to drive action plans increasing proficiency benchmarks by 10%.
- Achieved 100% safety audit compliance and improved emergency response efficiency by 20% through digitized safety training and drill analytics.
- Reduced chronic absenteeism by 12% through predictive data interventions.
- Increased data literacy among staff by 40% through structured analytics training.
- Reduced documentation errors by 35% through digital workflow redesign.
- Ensured 100% regulatory compliance across IEP, safety, and certification reporting cycles.

ADDITIONAL PROFESSIONAL EXPERIENCE

P.S. / M.S. 146Q | Queens, NY

Instructional Designer/Program Manager/Learning Specialist/Educator

- Planned and delivered differentiated instruction using research-based reading programs (Rewards, Phonics for Reading) and the Everyday Mathematics program for diverse learner populations.
- Wrote and implemented legally compliant Individualized Education Programs (IEPs), ensuring all learners received mandated services and accommodations.
- Served as the Summer Site Supervisor for the K-8 enrichment program, directing academic and enrichment operations for 300+ learners in partnership with external organizations.
- Increased learner engagement and attendance by 20% through structured programming and performance tracking.
- Recruited, onboarded, and supervised 25 staff members aligned to performance and safety standards.