

Andrea Ortega

Kissimmee, FL 

(786) 486-5689 

andreacortega@gmail.com 

[andreac-ortega](https://www.linkedin.com/in/andreac-ortega) 

Experience

Senior Curriculum Development Manager

03/2022 to Current

Resilia – Fully Remote

- Led development of new curriculums and materials related to nonprofits and funders.
- Led and grew a team of content writers and instructional designers.
- Led a team that works cross-functionally with product managers and engineers.
- Led the strategic development and delivery of learning experiences – creating impactful programs that support ongoing learning experiences and lead to learning outcomes.
- Expanded Resilia Academy's use of third-party tooling and streamlined the process of use for such to integrate with our learning theories.
- Ensures the effective management of the entire product life cycle from ideation, product proposal and approval, prototyping and validating new features/products and ideas, and commercialization through end-of-life for all portfolio products.
- Responsible for managing product escalations and priorities and responsible for the prioritization process by partnering with business and technology leaders.
- Develop multiple content types, including but not limited to video lessons, quizzes, projects including white papers and long-form content, courses, surveys, and editable templates.
- Edit raw video and cut together lessons that can teach nonprofits real outcomes.
- Write & proofread high-quality content.
- Worked cross-functionally to plan and create interactive learning methods — from written documentation and video production to in-product teaching and even gamified learning experiences.
- Lead the curricula's strategy using OKRs and data-driven strategies to identify the best content to produce.
- Research alongside subject matter experts and take their learnings to create high-quality lessons for nonprofits.
- Research the pain points and problems nonprofits face and prioritize which lessons we should be created.
- Collaborate with designers, product managers, marketers, and senior stakeholders to design, create, market, and improve Resilia's working materials for nonprofits.

Adjunct Faculty

01/2022 to 05/2023

Ana G Mendez University – Orlando, FL (Hybrid)

- Taught in English and Spanish master students in the Nonprofit Management program.
- Courses Taught:
 - Public and Nonprofit Accounting and Finance
 - Development and Management of Strategic Alliances with NonProfit Organizations

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- Urban Affairs and Public Policy

Director of Nonprofit Services

10/2019 to 03/2022

BryteBridge Consulting – Winter Park, FL

- Directed management meetings to enhance collaboration and maintain a culture based on trust and group problem-solving.
- Determine staffing requirements, interview, hire and train new employees, or oversee those personnel processes.
- Establish and implement departmental policies, goals, objectives, and procedures, conferring with the CEO and other staff members.
- Review activity reports and other performance data to measure productivity and goal achievement and to determine areas needing additional training and/or program improvement.
- Increased service team productivity by 10%. Increased company NPS score from 68 to 81.
- Communicated monthly and quarterly initiatives progress to internal and external company teams.
- Oversee different product quality, such as 501 c3 tax exemption service, nonprofit annual compliance, grant writing, strategic planning, nonprofit marketing solutions, branding, and more.
- Develop training tools, videos, product FAQs, and online customer webinars.

Executive Director

06/2013 to 04/2019

Children Beyond Our Borders – Orlando, FL

- Created and implemented programs.
- Served as project manager for leading interns with technical trainers, web developers, and multimedia specialists for online module development and other special projects.
- Developed training and other activities on effectively using web-based resources, tools, and multimedia technologies to implement in online delivery.
- Developed media products for online modules and websites, including video, audio podcasts, and graphics.
- Provide leadership in developing program, organizational and financial plans with the Board of Directors and staff.

ESU Training Coordinator

08/2016 to 06/2017

Easter Seals Florida – Orlando, FL

- Developed all training and activities.
- Coordinated with all trainers to ensure that their training followed all requirements.
- Determined the scope of educational projects.
- Developed audio, visual, and interactive training aids.

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- Evaluated the success of training programs and recommended improvements to upper management to enhance effectiveness.
- Liaised between trainers and course participants.
- Compiled training handbook and related course materials.
- Created and implemented new training initiatives such as online modules, interactive software, language labs, and online programs, assuring continuous training to employees to promote long-term excellence.
- Created curricula, instructions, documents, and tests for various training courses.

Education

Ph.D.: Public Affairs and Nonprofit Management University of Central Florida - Orlando, FL	Expected in 12/2023
Master of Arts: Nonprofit Management University of Central Florida - Orlando, FL	12/2015
Bachelor of Science: Packaging Science University of Florida - Gainesville, FL	05/2013

Certifications & Awards

Certified Nonprofit Professional The Association of Certified Nonprofit Professionals (ACNP)	2016
2022 Resilian of the Year Award	December 1, 2022

The Employee of the Year award recognizes an individual who embodies our organization's values and culture and makes a lasting impact every day with their work.