Katie Bracciano

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SUMMARY

Learning & Development professional who runs the operations behind DaVita's nationwide virtual onboarding and builds the content that welcomes about 200 new hires a week, after years leading live workshops and producing events. Blends program management, educator enablement, and cross-functional partnership.

HIGHLIGHTS

- **Facilitation:** Led 350+ live workshops for 15,000+ guests; trained DaVita's new People Hub team.
- **Onboarding content:** Builds job aids and welcome resources reaching ~200 new hires a week.
- **Program operations:** Runs logistics for 10–15 virtual sessions a week of 50–200 learners each.
- **Partnership:** Primary contact for 9 clinical educators nationwide, plus IT and the Service Desk.

PROFESSIONAL EXPERIENCE

Learning Operations Administrator | DaVita Inc., Denver, CO (Remote) | Dec 2022 – Present

- Built onboarding resources, job aids, and welcome content for about 200 new hires a week.
- Run logistics and scheduling for 10–15 nationwide virtual sessions a week, including flagship RISE onboarding, each with 50–200 new-hire patient care technicians and returning nurses.
- Drove the launch of automated attendance tracking and of People Hub, a new call support service, training its 12 new employees.
- Support 9 clinical educators nationwide as primary operations contact: schedule swaps, classroom links, sign-in, and real-time troubleshooting during live Microsoft Teams sessions.
- Administer learning paths, curricula, and rosters in DaVita's enterprise LMS (StarLearning), and audit attendance and session credit daily to keep learner records accurate.
- Partner with IT, clinical education leadership, and the Service Desk to resolve automation errors and platform outages; triage 50+ ServiceNow tickets a week.

Property Manager | Madison Real Estate, Golden, CO | Mar 2019 – Present

- Manages listings, residents, vendors, cleaning/maintenance, and budgets for multi-unit properties.

Senior Event Planner | Y.Lo Epicure, Denver, CO | Feb 2016 – May 2019

- Planned and ran private and corporate events, galas, and weddings of 20 to 200 guests, from proposal and budget through venue layout, timeline, staffing, and day-of execution.
- Captained a 10-person on-site catering and production team under tight deadlines.

Painting Instructor (Live Workshop Facilitator) | Pinot's Palette, Denver, CO | Dec 2013 – May 2016

- Led 3–5 two-hour live workshops a week, plus room setup and breakdown, for groups averaging 50 adults, guiding each guest from blank canvas to finished piece on a fixed timeline.
- Adjusted pacing in real time for mixed skill levels at public, private, and corporate events. Keeping an entertaining and fun environment for all.

EDUCATION

Bachelor of Art Education | University of Kansas, Lawrence, KS | 2012

SKILLS

Onboarding: job aids, welcome content, new-hire training, live and virtual facilitation

Operations: cohort logistics, event planning, vendor management, LMS administration

LMS & AI: StarLearning (LMS), ChatGPT, Claude, Microsoft Copilot, Glean

Tools: Microsoft Teams, ServiceNow, ClickUp