

JODI MILLEN

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Online Resume

PROFESSIONAL SUMMARY

Learning & Development professional, instructional designer, and applied AI practitioner working at the intersection of adult learning, workplace communication, and AI-powered performance solutions. Founder of Communiqeh Communication Training Canada, specializing in linguistic diversity and AI-enhanced learning tools for adult professionals.

Known for wearing multiple hats effectively: consulting with stakeholders to diagnose root causes, building evidence-based content, facilitating high-impact workshops, and engineering AI tools that create new opportunities and increase productivity.

Brings 20+ years of corporate experience to language and L&D work — offering clients and employers the real-world perspective that makes learning applicable and effective.

CORE COMPETENCIES

AI & Learning Technology: Custom GPT / Claude Artifact; AI agent design; prompt engineering; AI-assisted curriculum development; workflow automation; AI tool evaluation and quality review

Learning & Development: End-to-end program design and delivery; performance consulting; needs and skills gap analysis; adult learning theory and practice; synchronous and asynchronous curriculum development; learning evaluation and ROI measurement (ADDIE, Kirkpatrick, Bloom's Taxonomy, KSA); CEFR-based assessment

Facilitation & Coaching: Corporate workshop facilitation (virtual and in-person), executive coaching, leadership development, TESOL/TEFL instruction

Strategy & Consulting: Needs and gap analysis, stakeholder and executive engagement, data-driven ROI reporting, program evaluation, strategic storytelling

Diversity, Equity & Inclusion: Linguistic and cultural diversity, DEIB program design, accessible learning (AODA/POUR)

EXPERIENCE

Learning Experience Designer & Applied AI Practitioner | **Communiqeh Canada** | 2023 – Present
Independent start up specializing in workplace linguistic diversity, effective communication, and applied AI tools for corporate and individual clients.

Built a zero-cost AI oral assessment coach that gives Francophone federal employees daily English practice — solving a problem private coaching at \$50/hour couldn't scale.

- Prompt-engineered a custom GPT with structured gates, branching logic, and built-in mistake tracking
- Synthesized 600+ pages of unstructured federal content into a 150-page structured GPT knowledge base
- Tool contains 52 SLE roleplay questions · 100+ grammar lessons · 1,000+ quiz questions · full SLE rubric integration

Recovered 50 minutes of unbilled time per evaluation by engineering an AI workflow that cut production from 60 minutes to 10 — without sacrificing quality or personalization.

- Evolved over two years across ChatGPT, Gemini, and Google Workspace — now requires simply dictating client details to produce a complete, customized evaluation.
- Enables fully personalized and detailed feedback across a high-volume client practice

Instructor, Coach & Evaluator | Global Lingua | 2022 – Present

6,000+ teaching hours · 500+ clients across dozens of professions and sectors, mid-management to C-suite · 200+ CEFR-based proficiency evaluations

Over 6,000 hours of instruction, facilitation, and coaching time across 500+ clients — from mid-management to C-suite, across dozens of sectors — with learning outcomes that transferred into career advancement.

- Clients achieved milestones that most considered beyond their ability: secured promotions and roles requiring English bilingualism, participated in high profile public speaking and presenting opportunities, and joined expert panels
- Conducted 200+ CEFR-based proficiency evaluations providing organizations with actionable insight into language ability and direct, workplace communication readiness
- Coached executives on building leadership presence in English — prioritizing clarity and confidence over grammatical perfection
- Created accessible multi-modal materials for clients with ADHD and dyslexia

Director, Programs and Development | Ambition Theory | 2020 – 2022

Designed the first Canadian Construction Association (CCA) Gold Seal-accredited course to address leadership, gender, and the underrecognized value women bring to construction's most pressing challenges.

- Based on research and case studies linking transformational leadership to female employees and to the change management outcomes the industry needs most: low productivity and resistance to emerging technology
- Guided participants to create practical, role-specific strategies to implement transformational leadership approaches to their own workplace challenges
- 103 participants at the inaugural session — more than double the 30–40 average for non-mandatory CCA courses

Executed Canada's first-ever national survey collecting experiential data from women in construction.

- Independently managed all phases: designed complex survey logic; led targeted outreach to companies, organizations, and associations in multiple countries to drive participation; managed all social media promotion; and conducted full quantitative and qualitative data analysis
- Data collected on multiple individual and intersecting points such as province, construction sector, professional area, site versus office, and career paths to surface previously undocumented correlations

Expanded the research internationally and helped shift industry language: since the 2021 launch, 'sexual safety' has entered broader construction industry usage with multiple new initiatives addressing the issue.

- Global survey spanning 10 countries and 300 respondents
- Independently managed all phases: designed complex survey logic; led targeted outreach to companies, organizations, and associations in multiple countries to drive participation; managed all social media promotion; and conducted full quantitative and qualitative data analysis
- The Sexual Safety Impact Report was promoted by industry bodies in Canada and the US including organizations such as the The Policy Group on Tradeswomen's Issues (USA)

Designed and delivered data-driven corporate workshops that translated organizational pain into measurable ROI.

- Applied ADDIE, Kirkpatrick, and Bloom's Taxonomy frameworks end-to-end
- Built personalized diagnostic surveys and pre/post program impact reports for corporate clients

Manager, Mentorship & Business Development | The Petra Initiative | 2017 – 2019

Built a first-of-its-kind mentorship program for women in construction, reaching approximately 200 members in year one and earning support from major Canadian construction firms and industry associations.

- 60:40 mentee-to-mentor ratio spanning multiple construction-related sectors and professions (i.e. trades, project management, architecture, engineering, finance, insurance, etc.)
- Participants reported feeling more secure in their careers, gaining allies, and discovering career-advancing opportunities that they had been unable to access independently
- Contributed to a measurable increase in women-in-construction initiatives and greater DEIB attention among major contractors in the years following

Manager, Resource Development | United Way Toronto | 2006 – 2011

Exceeded fundraising targets across corporate portfolios of up to \$5M annually while leading corporate volunteer engagement in support of campaign goals.

- Managed corporate donor accounts across finance, legal, and manufacturing, collaborating cross-functionally within United Way to expand engagement opportunities through individual donations, events, and volunteer initiatives.
- Onboarded and managed four to six Sponsored Employee Program volunteers per year, seconded from major corporations to assist in the campaign goals while developing valuable hard and soft skills such as charity-specific finance, community engagement, public speaking, and client service.

Created a youth philanthropy initiative with measurable outcomes in university admissions, scholarships, and early leadership development.

- Youth members built real credentials through public speaking engagements, grassroots community initiatives, and direct collaboration with Toronto's most senior business and civic leaders

Associate Manager, Market Research | CTV Television | 2002 – 2006

Secured a \$350,000 Toyota sponsorship for a Canadian-content film by uncovering a direct connection between the film content and Toyota brand and philanthropy.

- Applied in-depth research and strategic storytelling to build an investment case around an authentic alignment between the client's brand and the movie's story
- Persuaded Toyota to exceed their annual sponsorship budget on the strength of the proposal alone

EDUCATION

Honours Bachelor of Arts, Religious Studies and Conflict Resolution | 2000

McMaster University

CERTIFICATES

AI Fluency for Educators — *Anthropic Academy* | 2026 (in progress)

Introduction to Generative AI Agents — *LearnPrompting.org* | 2025

Prompt Engineering — *Udemy* | 2025

Learning and Development Certificate — *ESSEC Business School* | 2024

Diversity and Inclusion in the Workplace — *HR Certification Institute (HRCI)* | 2024

Instructional Design (Levels I, II, III) — *Noble Work Foundation* | 2023

TESOL/TEFL Certification (120 Hour) — *World TESOL Academy* | 2022

TOOLS & TECHNOLOGY

AI & Productivity: ChatGPT (Custom GPTs, Agents), Claude (Artifacts, Cowork), Gemini, NotebookLM

Learning & Instructional Design: Articulate Rise 360, Kajabi, Wix Courses, Canva, Meiro, Dadan

Analytics & Survey: SurveyMonkey, Typeform, Google Forms, QuestionPro

Mentoring & Communities: Mighty Networks, Wix Groups, Membership.io, Mentorworks

Collaboration & Project Management: Google Workspace, Microsoft 365, Asana, Slack

References Available Upon Request