



Lisa Elizabeth Ritchie

Learning Specialist

Stuttgart, Germany • +49 (0)176 2411 8988

l.ritchie@t-online.de

Tri-lingual and analytical professional with experience in designing and delivering learning solutions in corporate and healthcare settings.

Qualifications Summary

- Expert in designing engaging learning experiences for diverse audiences, including online and blended learning solutions. Skilled in applying adult learning principles and utilising a range of digital tools and technologies to create interactive and immersive learning environments.
- Adept at collaborating with subject matter experts, stakeholders, and cross-functional teams to identify learning needs and develop effective solutions. Ability to manage multiple projects while meeting project timelines and budgets.
- Proficient with Articulate Rise, Articulate Storyline, LMS platforms (Moodle), Camtasia, Canva, CAT tools (SDL Trados), Office 365, MS Project, Trello, MS Teams, Webex, Zoom, Skype, LearnCube, Google Suite, and Facebook Business Suite.

Career Experience

Freelance Learning Experience Designer & Trainer, Stuttgart, Germany

2007 – Present

Provide support in establishing and setting up corporate language learning company, including securing new investors, winning clients, and recruiting/onboarding new trainers. Design, develop, and deliver high-quality training programs for employees across various industrial and health sectors in Germany and Kenya, meeting clients' specific needs and requirements. Evaluate effectiveness of training programs, gather feedback from learners and stakeholders, and incorporate improvements based on data-driven insights. Currently supporting course participants in passing professional language exams and improving their language skills for the workplace.

- Advised language learning institutions in integrating hundreds of new learners, onboarded new trainers, and integrated web-based platforms for training and collaboration.
- Designed and facilitated intercultural training workshops to improve collaboration in global teams.
- Planned and implemented training and awareness workshops in Kenya on the topics of HIV, mental health and addiction to encourage behaviour change for people to access healthcare services and provide support to others.

Freelance Translator & Proofreader, Stuttgart, Germany

2009 – Present

Translate written materials, such as documents, reports, and correspondence, from German and Spanish into English, across various sectors, ensuring accuracy and consistency.

- Conduct research to better understand technical and specialised terminology by consulting reference materials, performing online research, and reaching out to subject matter experts.
- Produce accurate, idiomatic, and fluent translations that capture meaning and tone of original text/speech.
- Establish and maintained professional relationships with clients by delivering excellent customer service, meeting deadlines, and exceeding expectations.

Additional Experience

Director (Sales), SOLINET, Stuttgart, Germany	2004 – 2007
<ul style="list-style-type: none">• Collaborated with direct clients, resellers, and suppliers to oversee technology sales activities, meeting organisation standards and set SOPs.• Selected, hired, and onboarded new sales staff for continuous delivery of sales services/operations.	
Key Account Manager, SOLINET, Stuttgart, Germany	2003 – 2004
<ul style="list-style-type: none">• Established and maintained strong relationships with key accounts in hi-tech B2B environment.• Achieved significant benefits for the organisation by negotiating pricing, payment, and delivery terms.	
European Project Manager, TELETEL, Athens, Greece	2000 – 2003
<ul style="list-style-type: none">• Prepared and wrote content for funding proposals, project deliverables, and websites.• Represented the company/projects at the European Commission.• Expanded and strengthened network by organising two international conferences.	
Account Executive, SOLINET, Stuttgart, Germany	1998 – 2000
<ul style="list-style-type: none">• Gathered information from clients and created product presentations and technical training courses accordingly.• Wrote accurate technical user guidelines, brochures, and websites.• Answered and responded to sales and support inquiries, meeting and exceeding customer satisfaction.	

Education

Master of Arts (MA) Rural Development Planning University of East Anglia, UK	1997 – 1998
Bachelor of Arts (BA) (Hons) Modern Languages & International Studies London South Bank University, UK	1993 – 1997

Licences & Certifications

Articulate Storyline Masterclass Xchange Training, UK	2022
Diploma in Digital Learning Design Digital Learning Institute, Ireland	2022
E-Moderation: A Training Course for Online Tutors The Consultants-E, UK	2011
CLTC-C (Communication and Language Training Certificate - Corporate) Skylight GmbH, Cologne, Germany	2010
Teaching Business English, One-to-One & Young Learners, Grammar Awareness i-to-i, Swansea, UK	2006

Languages

English, Native
German, Fluent
Spanish, Fluent
Kiswahili, Basic

Other interests

Extensive volunteering experience in healthcare settings, schools, microfinance institutions and refugee settlements in Kenya, Turkey and Germany.

Continuous contributor to an English-speaking theatre company in Stuttgart, with a variety of roles including acting, directing, writing, and hospitality.