

ANITA D. JONES, M.Ed

Mortgage Training Instructor | Loan Origination & Client Education

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PROFESSIONAL SUMMARY

Mortgage training professional with 15+ years of experience, including deep working knowledge of loan origination processes built through direct instructional design and training delivery for lenders and servicers. Experienced developing end-to-end training curricula on origination policy, process, and mortgage technology tools, and facilitating sessions for groups ranging from front-line staff to executives via both virtual and in-person delivery. Skilled at performing needs and gap analysis to identify learning opportunities, then translating findings into training plans that support business goals. Uses completion, engagement, and compliance data to measure program effectiveness and communicate results to stakeholders. Comfortable managing multiple concurrent projects independently in a fast-changing business environment.

CORE COMPETENCIES

Loan Origination Process & Policy Training • Curriculum Development (End-to-End) • Expert Facilitation (Virtual & In-Person) • Needs & Gap Analysis • Learning Effectiveness Reporting & Data Analysis • Client & Business Partner Relationship Management • Mortgage Technology Tools Training • Project Management & Prioritization • Instructional Design (ADDIE, SAM, Kirkpatrick) • Microsoft PowerPoint, Excel, Word, Adobe

PROFESSIONAL EXPERIENCE

Founder & Chief Learning Strategist

2025 – Present

The Art of Learning Design™ LLC — Independent L&D Consultancy

- Lead needs analysis and end-to-end curriculum development for client engagements, translating business goals into targeted training solutions.
- Manage client relationships directly, partnering with leadership to define training plans that support organizational objectives.

Sr. Corporate Trainer / Instructional Designer

01/2024 – 11/2025

Planet Home Lending — Remote

- Developed and delivered training on the loan origination process, mortgage systems, and sales practices for loan officers and operations staff, building strong working knowledge of origination policy and workflow.
- Facilitated training and Leadership sessions for groups ranging from front-line staff to C-suite executives, via both virtual and in-person delivery.
- Led a team of trainers and instructional designers, coaching and reviewing their work to maintain consistent instructional quality.
- Partnered with business leaders to perform needs and gap analysis, translating findings into training plans aligned with business goals.
- Created and analyzed reports on course completions, engagement, and compliance data to measure training effectiveness and communicate results to stakeholders.

Corporate Trainer / Instructional Designer

10/2021 – 11/2023

Planet Home Lending — Remote

- Authored learning content across multiple delivery methods — eLearning modules, webinars, job aids, and user guides — covering origination processes and mortgage technology tools.
- Designed eLearning simulation courses to build hands-on proficiency with origination systems and workflows.
- Edited and maintained training materials for clarity, consistency, and instructional soundness as policies and systems changed.

Corporate Trainer / Instructional Designer

09/2019 – 10/2021

LoanCare Mortgage Servicing — Hybrid

- Migrated training for 2,500+ employees to virtual delivery during a major operational disruption, maintaining compliance and continuity in a mortgage servicing environment.
- Designed and facilitated engaging virtual training for remote, multi-role audiences.
- Developed curriculum, job aids, and instructional video content supporting regulatory and procedural compliance.

Global Logistics Training Coordinator

2015 – 02/2019

General Electric Power (GE Global) — Onsite

- Managed a global Learning Management System and coordinated training logistics for a large, multi-region workforce.
- Partnered with subject matter experts to standardize training content while maintaining compliance.

EDUCATION

Master of Arts in Education — Curriculum Design & Instruction, Adult Learning

Point Park University, PA

Bachelor of Science in Business Administration — Business Management

Point Park University, PA

Associate of Business — Business Administration

Bradford Business School, PA

ADDITIONAL SKILLS

ADDIE • Adult Learning Theory • Articulate 360 • Camtasia • Coaching & Mentoring • Curriculum Development • Data-Driven Decision-Making • eLearning Development • Instructional Design • Kirkpatrick Model • Leadership Training • LMS Administration (Cornerstone OnDemand) • Project Management • SAM • Technical Training • VILT / Blended Learning