

DORA YANG

 dorayang.ca

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 [linkedin.com/in/dorayang](https://www.linkedin.com/in/dorayang)

PROFILE

Learning and operations professional with experience spanning program leadership, digital learning design, client operations, and K-12 education. Skilled in translating complex processes into clear, scalable systems and engaging learning experiences. Proven ability to lead cross-functional initiatives, integrate AI-enabled tools, and design competency-based education programs. Adept at working across corporate, nonprofit, and public sector environments. Currently completing a Master of Education with a focus on learning design and innovation.

KEY SKILLS

- Learning experience design
- Project & program management
- Cross-functional collaboration
- AI-enable knowledge systems
- Facilitation
- Stakeholder communication
- Data-informed decision making

TECHNICAL

- Microsoft Office & Google Workplace
- Notion, ClickUp
- Articulate Rise & Storyline
- Vyond, Camtasia, H5P
- Canvas LMS
- Adobe Illustrator & InDesign
- HTML & CSS foundations

EDUCATION

MASTER OF EDUCATION
University of New Brunswick
2024 - present

BACHELOR OF EDUCATION
Queen's University
2019 - 2021

BACHELOR OF ARTS
University of Waterloo
2012 - 2016

PROFESSIONAL EXPERIENCES

OPERATIONS PROJECT SPECIALIST

Willful | April 2025 - present

- Lead day-to-day operations of the Digital Execution program, supporting customers in completing legally valid wills through a compliant virtual process.
- Designed a competency-based professional education program for financial advisors and led the accreditation application process.
- Developed internal compliance training to support regulatory alignment.
- Manage and optimize AI-enabled tools, including customer-facing knowledge bases and chatbot systems.
- Partner with Operations, Product, and Customer Experience teams to streamline workflows and scale service delivery.
- Contribute to cross-functional initiatives focused on automation, operational efficiency, and new service design.

PROGRAM COORDINATOR

Willful | July 2024 - March 2025

- Facilitated compliant virtual will-signing appointments, ensuring procedural accuracy and a seamless client experience.
- Implemented automation and process improvements to reduce errors and technical issues.

MANAGER, LEARNING & DEVELOPMENT (VOLUNTEER)

Imagine Cities | June 2024 - June 2025

- Led collaboration with L&D specialists to develop learning guides and program resources.
- Partnered with subject matter experts to scope, design, and produce learning content and facilitation plans.
- Oversaw development of a blended learning program empowering neighbourhood leaders to design resilient community initiatives.

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PROFESSIONAL EXPERIENCES

LEARNING EXPERIENCE DESIGNER

Freelance | 2024 - present

- Design and deliver tailored curricula and interactive workshops for corporate clients on presentation skills, business communication, and administrative excellence.

LEARNING DESIGNER (VOLUNTEER)

Rumie | 2024 - 2025

- Authored concise, high-impact microlearning content for global audiences.
- Conducted structured peer reviews to ensure instructional clarity and quality.

OCCASIONAL / DESIGNATED OCCASIONAL TEACHER

Ottawa-Carleton District School Board | 2021 - 2024

- Deliver instruction across diverse classroom settings, ensuring continuity of learning.
- Adapt quickly to varied environments while maintaining effective classroom management and communication.
- Collaborated on a Remembrance Day assembly and supported diversity initiatives, including a student-led Rainbow Club.
- Designed differentiated math units aligned with learner needs.
- Led cross-grade lessons on digital literacy, internet safety, and fire safety.

ARTS PROGRAM COORDINATOR

Agnes Etherington Art Centre | 2021

- Designed and facilitated a week-long virtual enrichment program culminating in a digital exhibition.
- Managed program logistics, scheduling, and communications.

EFL INSTRUCTOR

Seobyeon Elementary School & Sungbuk Elementary | 2017 - 2019

- Designed and delivered English curriculum across two metropolitan schools.
- Developed high-enrollment extracurricular programs incorporating creative thematic learning.

PROFESSIONAL CERTIFICATIONS

**Google
Project Management
Professional Certificate**

Ada AI Agent Fundamentals

Ontario Certified Teacher

Primary and Junior Divisions,
Intermediate Division:
Mathematics
Teaching English Language
Learners, Part 1
Mathematics, Primary and Junior,
Part 1

**Teaching English as a
Foreign Language (TEFL)
Certification**

LANGUAGES

English



French



Korean



Mandarin

