

POLLY ZILHAVER

Kissimmee, FL | <https://www.linkedin.com/in/polly-zilhaber/>

Transforming Complex Ideas into High-Impact Learning Experiences through Project Leadership and Instructional Excellence

Learning Experience Designer with a strong background in content development and project management, bringing 10+ years of experience leading cross-functional initiatives, shaping clear and engaging learning materials, and building scalable workflows that improve quality, delivery, and stakeholder alignment. Known for translating complex subject-matter expertise into accessible training and content, strengthening collaboration across creative, instructional, and operational teams, and driving structured project planning that reduces rework and accelerates execution. Combines user-centric content development with disciplined project management to elevate learning experiences, streamline processes, and support high-impact programs in fast-moving environments.

CORE COMPETENCIES AND TECHNICAL EXPERTISE

Project Planning, Content Development, Learning Design, Workflow Optimization, Process Mapping, Cross-functional Collaboration, Adult Learning Theory, Bloom's Taxonomy, ADDIE, Storyboarding, Production, Smartsheet, Confluence, Adobe Creative Suite (InDesign, Premiere Pro, Illustrator, Photoshop), Microsoft Office, Adobe Workfront, Qualtrics, LMS Administration (Cross Knowledge, Canvas, Blackboard, D Learn), eLearning Authoring Tools (Cross Knowledge, Articulate Suite), Frame.io, AI Tools (Adobe Firefly, Microsoft Copilot)

CAREER EXPERIENCE

Disney Institute | Orlando, FL

2024 – Present

Content Development Specialist

- Directed cross-functional projects from intake through final delivery, overseeing timelines, milestones, risk mitigation, and stakeholder communication to secure on-schedule results.
- Produced high-impact presentations, guides, training materials, and program assets that elevated clarity, usability, and learner engagement.
- Partnered with subject-matter experts to distill complex concepts into accessible, audience-ready learning content.
- Engineered workflows using structured processes, documentation, and automation to streamline handoffs and reduce rework.
- Strengthened operational efficiency by diagnosing workflow gaps and deploying scalable improvements that enhanced team performance and content delivery consistency.

Disney Institute, National Geographic Live | Orlando, FL

2022 – 2024

Content Services Advisor, Content Coordinator

- Designed and developed multi-modal learning experiences (virtual, in-person, and self-paced) by conducting needs assessments, collaborating with SMEs, and translating complex concepts into scalable, high-impact training assets.
- Orchestrated creative and production workflows, ensuring all assets upheld brand standards, version accuracy, and delivery timelines.
- Established and optimized Smartsheet and Adobe Workfront systems to elevate visibility, streamline content tracking, and reinforce operational discipline.
- Advanced learning program development, coordinating needs assessment & facilitation logistics, and shaping curriculum assessments.
- Elevated content quality by analyzing performance data and integrating structured feedback loops, strengthening participant experience and stakeholder confidence.

Disney Resorts | Orlando, FL

2019 – 2022

Coordinator of Training - Front Office

- Designed structured onboarding materials and role-specific learning paths, including 30/60/90-day check-ins for new hires.
- Fostered cross-team relationships, recognized for communication, empathy, and issue prevention, improving daily operations.
- Authored detailed workflow and process guides, accelerating adoption of new procedures and enabled accurate, first-time execution.

Disney Resorts | Orlando, FL

2017 – 2019

Resort Hospitality Roles (Supervisor, Orientation Facilitator, Initiative Trainer, Concierge)

- Delivered elevated Guest service across multiple roles, contributing to operational continuity and new-hire orientation support.

Christian Counseling Associates | Greensburg, PA

2016 – 2018

Administrative Assistant

- Optimized administrative workflows by organizing sensitive patient records and updating insurance and billing data, boosting accuracy, reducing processing delays, and reinforcing smooth, compliant operations.

EDUCATION

Master of Science, Strategic Human Resource Management (Concentration: Learning & Development), University of Denver
Bachelor of Science, Hospitality Management, Kent State University