

NATAŠA NIKOLIĆ

TRAINING | ONBOARDING | WORKSHOPS DESIGN

As a well-versed trainer and a learning experience designer with program management experience, my expertise is designing and facilitating engaging online and in-person trainings, in both German and English. Proficient in various design tools and curious to learn new ones, I ensure content is visually appealing to guide and enhance users' understanding and create informative supporting documentation.

CONTACT

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EXPERTISE

- Learning Theories
- Storytelling
- Visual Communication
- Design Tools
- Upskilling and Reskilling

- Upskilling Training
- Learning Experience Design
- Online Facilitation
- Feedback Implementation
- Stakeholder Reporting
- Team Development Process
- Employee Onboarding
- ADDIE

- Online Event Facilitation
- Workshop Design
- Documentation Creation
- Graphic and Video Production
- Onboarding Process
- Design Thinking
- Program Evaluation

EXPERIENCE

PROFESSIONAL DEVELOPMENT BREAK

05/2023 - ongoing

- Completed a 5 months vocational training in Instructional Design and Digital Skills
- Expanded my design and content production skills
- Travelled across Europe to broaden my perspectives

In SINGA Berlin:

PROGRAM MANAGER

05/2022 - 05/2023

- Developed an online upskilling program
- Designed and facilitated a series of soft skills workshops for over 90 learners across 7 cohorts, in German and English
- Planned and monitored the timeline
- Tracked and implemented feedbacks
- Developed and co-managed an internal team development and employee onboarding process alongside a director

PROGRAM COORDINATOR

(11/2020 - 04/2022)

- Co-managed a job orientation program
- Planned and implemented an outreach strategy
- Facilitated online kick-off events and onboarded participants
- Created program documents and guidelines (in German)
- Developed program evaluation and refinement process
- Designed and facilitated a two-day online course on career planning using design thinking

EXPERTISE

- Events Moderation
- Documentation Creation
- Flyer Design
- Design Thinking
- Social Media Campaign
- Pitch Coaching & Feedback

- Training and Development
- Software Instruction
- Quality Control
- Coaching
- Customer Support
- Instructional Design
- KPI Reporting

EXPERIENCE

PARTNERSHIP MANAGER

3/2019 - 11/2020

- Sourced experts and mentors for a Business Incubator program
- Organised community building events
- Facilitated kick-off events and onboarding sessions
- Created program documents and promo material
- Managed social media and online outreach

QUALITY OPERATIONS MANAGER (Riverty)

(8/2018 - 2/2019)

- Provided customer support
- Developed the training material
- Trained new hires on internal software and knowledge base
- Coached new hires for customer service roles
- Implemented quality control
- Reported KPI

COURSES

2024: Become an IDOL 5-days
Challenge, by IDOL Courses

2024: 4 weeks Learning
Experience Design Course,
by NovoEd

EDUCATION

INSTRUCTIONAL DESIGN & DIGITAL SKILLS

Vocational Training

IU Internationale Akademie, 11/ 2023 - 3/ 2024

M.A. INTERNATIONAL MARKETING

The Berlin School of Economics and Law, 2015-2017

DIGITAL & LANGUAGE SKILLS

- Engagement Tools: Mentimeter, Mural, Miro
- Design: Adobe InDesign, Canva, Wordpress
- LMS: Articulate, Notion, Moodle
- Trello, FB Ads
- Microsoft Office Suite, Apple Tools
- English C1, German C1, Spanish A2, Serbian native