

Hillary Gault

Strategic Learning & Development leader and HR partner with deep expertise in instructional design and employee development. Creates meaningful, memorable and motivational learning experiences and is known for building trusted partnerships, anticipating needs, and leading with curiosity, clarity, and care.

EXPERIENCE

BECU — Sr. Learning & Development Consultant

MARCH 2023 – PRESENT

Designed instructor-led, virtual, and self-paced learning aligned to adult learning principles, compliance, and business strategy. Served as a trusted L&D and business partner managing complex initiatives, mentoring peers, and partnering with leaders, SMEs, and vendors to deliver high-impact, scalable solutions.

Results: Delivered blended onboarding and performance programs that increased new hire and Secure Messaging team confidence, consistency, and readiness. Authored AI-powered simulations in Bright/Zenarate. Promoted to Senior Learning & Development Consultant within 8 months based on demonstrated leadership, innovation, and enterprise impact.

City of Bellevue — Learning & Development HR Analyst

MARCH 2020 - FEBRUARY 2022

Created and facilitated virtual trainings using Articulate, Cornerstone and Mentimeter.

Recognized by the City Manager's office and the HR Team for exceptional work facilitating and leading Bellevue Essentials, a 10-week program where employees gained a deeper understanding of overall city operations and connected with city leaders.

Results: Shifted in person training to online learnings. Educated city leaders on how to create engaging employee experiences virtually. Introduced Articulate as a tool to create high-quality self-paced trainings for our users.

Nordstrom — Learning Specialist

SEPTEMBER 2018 - MARCH 2020

Responsible for developing and delivering blended learning solutions for all store employees.

- Project Lead on multiple projects reaching over 11,000 employees
- Facilitated and improved curriculum in New Hire and Leadership Development Training
- Collaborated with designers and SMEs

Results: Successfully launched our new learning management and performance management system. Refreshed our retail internship program leading to increased internal promotions and retention.

SKILLS

AI
Training
Facilitation
Project Management
Communication
Consulting
Coaching
Leadership Development
Change Management
Instructional Design
Curriculum Development
Public Speaking
Strategy

VOLUNTEER

PEPS (Program for Early Parent Support) Group Leader & Facilitator

Facilitated virtual newborn groups with topics ranging from feeding and sleeping to social identity. Also piloted a new Working Moms Group assisting with curriculum.

Overwhelmingly positive feedback from group members: "She is amazing at facilitating! Positive, funny, helpful, inclusive, supportive, and so kind!"

Nordstrom — NW HR Administrative Assistant

NOVEMBER 2015 - SEPTEMBER 2018

Directly supported our NW HR Director, NW HR Regional Manager and 22 HR offices from Anchorage to Northern California.

- Created weekly communications to all NW HR teams to drive key initiatives and priorities
- Created new reports for deeper insight into diversity and talent
- Planned, organized and helped facilitate planning meetings.

Results: Built trust and team morale through effective communication, team recognition, and maintaining confidential and sensitive information.

Barre3 — Studio Manager

MAY 2014 - MAY 2015

Responsible for all studio operations; hiring, training, selling studio memberships, running promotions and supporting a studio staff of 15 employees.

- Mentored new fitness instructors and created a recognition program
- Created an inclusive, friendly environment leading to higher customer satisfaction
- Barre3 Fitness Instructor from 2013-2024. Taught over 1030 classes across 6 studios in the Seattle area.

Results: Increased sales, decreased turnover, successfully managed through a studio remodel, built lasting relationships with clients

No Thyme Productions Inc. — Buyer, Strategic Partner

OCTOBER 2010 - MAY 2014

Small ecommerce business interfacing with Amazon.com. Responsible for buying products, web design, payroll, and strategic relationships.

- Built new relationships with vendors demonstrating strong corporate responsibility practices
- Created online storefront and blog
- Extensive work in photoshop and excel

Results: Increased profit margins by 17% across the company

Nordstrom — Variety of Roles

JULY 2007 - OCTOBER 2010

- 2010 Sales Information Assistant Manager: Facilitated systems trainings, coached leadership
- 2009-2010 HR Assistant: Hired, Trained and Retained talent
- 2008-2009 Assistant Department Manager: Led the #1 volume lingerie team in the company
- 2007-2008 Salesperson: Ranked #1 on a team of 20 for service, productivity & teamwork

AWARDS

BECU Member Hero

2024 for providing members with outstanding service, memorable experiences and advancing a strong organizational culture.

Spirit of PEPS Award

2023 for going above and beyond in giving back to the PEPS community. [Link here.](#)

Team of the Quarter awarded for successful LMS migration from Success Factors to Workday

Customer Service All Star at Nordstrom in 2009 as the HR Assistant in Alderwood supporting 400 employees.

EDUCATION & CERTIFICATIONS

Certified Professional in Talent Development, CPTD

Association for Talent Development (ATD)
December 2025

ATD Master Instructional Designer

ATD September 2024

Professional in Human Resources, PHR

HRCI January 2020

Learning Experience Design AI Conversations & Super Admin

Zenarate October 2024

Skidmore College, NY

Bachelor of Science
Cum Laude