
SUMMARY

- Training leader with over 18 years of experience. Skilled in **directing international training** programs for small, medium, and Fortune 500 companies/organizations. Combines expertise of online, classroom, and blended learning with competency-based strategies and sound fundamentals of effective instructional design.
- Education comprises of a Bachelor of Science in Business Administration, a pending Master of Science in Learning Technology and Design (Expected 2020), Learning/Performance/HR specific training, and various professional certifications.

PROFESSIONAL EXPERIENCE

Manager of Technology Training and Development – JFNA (March 2014 - Current)

Establish international learning strategy, oversee 44 branches and **organization's learning and change initiatives**. Build a team of 8 Subject Matter Experts (SME's) from across the US and Canada, remotely manage team, track, assess, and meet learning objectives. Partner with Federation Senior staff and Board of Directors, gain trust to collaboratively build training for both managers and individual contributors, execute change management efforts and strategic alignment of courses with business initiatives and goals. Analyze, forecast, and prepare for future changes in workforce development functions. Employ innovative techniques to promote operational effectiveness.

- Synthesized complex technical topics into easy to understand tutorials.
- Designed, launched, and grew key e-learning strategies for international federations. Program resulted in **organizations contending for a spot in the program**, while eagerly joining a waitlist.
- Provided on-demand training library with 3300 document/help guides, over 10,600 recorded video minutes, captivate learning tutorials, simulations, quiz opportunities, **help desk with 2000 requests** in the first year, and a very active community forum.

Product Trainer – Technical/Software – SilkRoad Technology, Inc. (January 2013 – January 2014)

Conduct client/customer-facing instructor led classes (onsite and online) to a wide variety of audiences for 4 software products. Create custom instructional design, curriculum, and adult learning theory solutions for clients, including live and recorded sessions as well as international conference sessions. Select, design, present, and provide feedback based on industry trends for client user conference sessions. Participate in the development, implementation and revision of learning requirements to meet customer specifications and training needs.

- Achieved expert level training certification of 4 products within 9 months, setting a new record for the company.
- Managed and completed 157 client training accounts via Salesforce.
- Received a top **trainer** score (2.93 on a scale of 3) while learning new products at the same time.
- Developed and presented two client **continuing education** sessions in first three months, another record for the company.
- Took over product team lead after 5 months, improving team relationship with product manager and training team's **influence**.

HR, Training, and Business Consultant – Self-Employed, Project Based Assignments (April 2011 – January 2013)

Manage a wide range of training aspects for clients including: URS Corporation - Energy and Construction Division (Fortune 500 Company/ABC's Safest in Industry Award), Chuck Latham Associates Inc., Small Talk Business Consultants, DeRosa Physical Therapy

- Administered a **Learning Management System (LMS)** for over 1200 employees, created, implemented, and tracked learning curricula to ensure regulatory compliance as well as conformance to departmental requirements.
- Planned career development and succession planning in conjunction with newly designed training plan.
- Implemented and facilitated **Leadership Development/New Manager Training program** to global participants (sessions included: conflict resolution, multi-generation/diversity, communication, performance management, compensation, team dynamics, legal compliance, financial basics, targeted selection, delegation, change management, and safety). Received a high demand to continue program based on superior results and participant and supervisor recommendations.
- Conducted **needs analysis** and implemented policies, procedures for training needs. Created manuals and training materials to support procedures.

Human Resources Generalist – Partnership for Public Service (April 2007 – April 2011)

Manage a broad range of HR functions including staff training, **targeted orientation/onboarding**, benefits enrollment/administration, HR policy development, onboarding, recruitment, salary surveys, HR metrics, internal customer requests/questions, payroll administration, EEO reporting, employee relations, organizational professional development, coaching and mentoring, performance appraisal management and tracking, employment law advising, policies/manuals/forms, and manage internship program.

- Rectified haphazard time keeping process by delivering a company-wide **educational program**. Reorganized and monitored system resulting in 95% improvement of accurate hour tracking.
- Initiated **e-learning** program, then designed training sessions saving \$15,000-\$20,000 in yearly service fees and reducing weekly work by 5 hours within the organization, decreasing \$25,000 of labor costs each year.
- Established an organization-wide internship program that doubled applications through career fairs, advertising, networking, and other relationship building **recruitment** methods. Intern retention improved 50% by improving evaluation, reflection questions, **innovative projects, group learning activities and career development materials**.
- Collaborated with a team of 9 to improve staff morale and retention by serving on **strategic review** committee. Planned staff retreats, created conducted and analyzed employee surveys for improvement analysis, formed solutions, labored on work culture issues, and submitted proposals to senior staff to drive change management.
- Successfully managed merger of 2 organizations, effectively **integrating and guiding** new and current staff in a smooth transition, employee engagement remained static despite the large-scale changes.

Office and Finance Manager – DeRosa Physical Therapy (August 2003 – April 2007)

Oversee all office functions for Physical Therapy clinic including hiring, training, payroll, financial management, (including worker's compensation, federal, state, and private insurance claims/authorizations, and cost containment), conduct occupational health and safety trainings, patient/staff/therapist assistance, manage provider credentialing, and perform executive assistance for the clinics' owners.

- Launched new medical database program, then managed, **instructed**, and **trained** employees in all aspects of database including, scheduling, billing, and records management.
- Successfully initiated a process enabling timely **performance evaluations** for the entire organization and **coached** supervisors on performance reviews.
- Addressed managerial customer service issues, **supervised** 8 employees, motivated employees to perform above goals, and **resolved employee disputes**.
- Improved company's accounts receivables by 43% maintaining strict compliance with collection laws and insurance policies.

RELEVANT TECHNOLOGY SKILLS

- HTML/CSS/JavaScript
- Video Editing (Camtasia, Shotcut)
- Authoring (Captivate)
- Learning Management Systems
- Webinar Tools (Zoom, Goto, etc.)
- SharePoint/Basecamp
- PowerPoint
- Mail Chimp/Wild Apricot
- Web App Development

EDUCATION / CERTIFICATIONS / VOLUNTEER WORK / OTHER

- Master of Science, **Learning Technologies and Design** – University of Missouri – Expected May 2020 (2017 US News Top program in the Nation for Instructional Technology as well as other multiple ranking agencies)
- Bachelor of Science, **Business Administration** – Eastern Oregon University – 2002, Management & Marketing
 - Writing Proficiency Exam (WPE) - Certified score
 - Cornerstone Award – Awarded for work in International, Educational, Leadership, and Community Service efforts
- Corporate Trainer Certified (CTC) - The Management and Strategy Institute, November 2017 - Current
- Certified Compensation Professional (CCP) - WorldatWork, May 2011-Current
- Professional in Human Resources (PHR) - HRCI/SHRM, January 2010-Expired
- Six Sigma Yellow Belt Certification - VMEdU, Inc., March 2018-Current
- Utah Association for Talent Development (UT-ATD)
 - Communications Director - Manages communication efforts for the state ATD chapter including newsletters and special announcements
 - 2017 Conference Presenter – “Free Tools for Training” (Provided/demonstrated over 100 free websites to use in a training environment)
- Renal Medullary Cancer Research and Treatment Advocate Volunteer - September 2018-Current