

---

## SUMMARY

---

- Talent Development leader with over 18 years of experience. Skilled in **directing international training and talent development** programs for small, medium, and Fortune 500 companies/organizations.
- Diverse industry experience in Nonprofit, Hospitality, Construction, Engineering, Retail, Consulting, Medical, and Software organizations.
- 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 (Nonprofit)

March 2014 – Current, Remote Role

Establish international learning and marketing strategy, oversee 44 branches and **organizations' 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 to gain trust collaboratively building training for both managers and individual contributors, execute strategic alignment of courses with business initiatives and goals. Manage annual conference logistics including, mobile app, registrants, vendors, and speakers. Analyze, forecast, and prepare for future changes in workforce development functions.

- Designed, launched, marketed, and grew key e-learning programs for federations. Program resulted in **organizations contending for a spot in the program**, while eagerly joining a waitlist.
- Consulted with Federation managers to set and measure goals and competencies, outlined curriculum, executed plan, and measured success of strategic objectives.
- Successfully managed multiple conferences utilizing skills in agenda management, speaker recruitment, maximizing registration revenue, external partner and sponsor management, app and website development, and full cycle planning from beginning to evaluation.

### Product Trainer – SilkRoad Technology, Inc. (Cloud/SAAS/Software Company)

January 2013 – January 2014, Remote Role

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 record for the company.
- As a **partner with the sales team**, managed 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**.

### Training, HR, and Business Consultant – Self-Employed (Retail, Engineering, Other)

April 2011 – January 2013, Remote Role

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) and **Human Resource Information System** (HRIS) 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.

Manage 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.

- o 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.
- o Rectified haphazard time keeping process by delivering a company-wide educational program. Reorganized and monitored system resulting in 95% improvement of accurate hour tracking.
- o Lead efforts to create and implement formal **mentorship**, recognition, and **competency-based performance management** programs.
- o 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/organizational development issues, and submitted proposals to senior staff to drive **change management**.

**Office and Finance Manager** – DeRosa Physical Therapy (Medical)

August 2003 – April 2007, In Office Role

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.

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

---

**RELEVANT SKILLS**

---

- |   |  |  |
|---|--|--|
| o Web Design:<br>HTML/CSS/JavaScript  | o Webinar Tools: Zoom, Goto,<br>Adobe Connect etc. | o Microsoft Project<br>Software                            |
| o Video Editing: Camtasia, Shotcut  | o Document Sharing:<br>SharePoint/Basecamp         | o Simulations/Demonstrations                               |
| o Authoring Tools: Captivate  | o PowerPoint, Zeetings                             | o Digital/Blended Learning                                 |
| o Learning Management Systems:<br>Canvas, ComplianceWire,<br>GreenLight, Intellum | o Content Curation                                 | o Graphic/Photo: Illustrator,<br>InkScape, GIMP, Photoshop |
|   | o Kirkpatrick, ADDIE, SAM,                         | o Animation: Blender, Strata                               |

---

**EDUCATION / CERTIFICATIONS / VOLUNTEER WORK / OTHER EXPERIENCE**

---

- o **Master of Science, Learning Technologies and Design** – University of Missouri – Expected May 2020
  - o Invited to join the honors program based on GPA
  - o 2017 US News Top program in the Nation for Instructional Technology as well as other multiple ranking agencies
- o **Bachelor of Science, Business Administration** – Eastern Oregon University – 2002, Management & Marketing
  - o Writing Proficiency Exam (WPE) - Certified score
  - o Cornerstone Award – Awarded for work in International, Educational, Leadership, and Community Service efforts
- o **Corporate Trainer Certified (CTC)** - The Management and Strategy Institute, November 2017 - Current
- o **Certified Compensation Professional (CCP)** - WorldatWork, May 2011 -Current
- o **Professional in Human Resources (PHR)** - HRCI/SHRM, January 2010 - Expired
- o **Six Sigma Yellow Belt Certification** - VMEdU, Inc., March 2018 - Current
- o **Utah Association for Talent Development (UT-ATD)**, 2015 - Current
  - o Professional Development and Communications Director
  - o 2017 Conference Presenter – “Free Tools for Training” (Provided/demonstrated over 100 free websites to use in a training environment)
- o **Renal Medullary Cancer Research and Treatment Advocate Volunteer (Kidney Cancer)** - September 2018 – Current