



PROFESSIONAL SUMMARY

Results and detail-driven professional with a career-long record of project management, program management, and instructional design success

Proven talent for aligning business strategy and objectives with established strategic planning and program development paradigms to achieve maximum operational impacts with minimum resource expenditures. A success-focused leader with the ability to collaborate closely and communicate with cross-functional teams and individuals, oversee the creation and development of innovative and effective programs and lead the design and development of innovative learning solutions and instructional design strategies to achieve success. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills and extensive technical expertise.

CORE COMPETENCIES

- Program Management
- Change Management
- Solutions Development
- Leadership & Collaboration
- Relationship Management
- Instructional Design
- Project Management
- Stakeholder Management
- Learning Experience
- Leadership Development
- E-Learning
- Virtual Learning
- Strategic Planning
- Analytical Thinking
- Problem-Solving

PROFESSIONAL EXPERIENCE

CENTER FOR DISEASE CONTROL AND PREVENTION, ATLANTA, JUNE 2022 TO PRESENT

SENIOR INSTRUCTIONAL DESIGN CONSULTANT (FREELANCE)

- Manage a team to curate courses and develop training content to establish an Operational Readiness Program for deployable emergency first responders, as well as rapidly overhauling and redesign existing instructor-led training programs into e-learning in response to COVID-19.
- Partner closely and collaboratively with the Center of Global Health (CGH) team in developing training to strengthen capacity and support a rapid response to public health emergencies, infectious disease outbreaks, and humanitarian crises.
- Spearhead the design and development of ILT curricula and e-learning modules and orchestrate the development of a Core Competency Framework and Capacity Assessment Tool for emergency response personnel of diverse types. Developed an assessment strategy to track success in the Operational Readiness program that looks at the effectiveness of the training by reviewing the following data: employee satisfaction, business impact, and ROI.

NEWHOUSE PROJECT CONSULTING, CALIFORNIA, APRIL 2022 TO DEC 2022

ENGINEERING ACADEMY PROGRAM MANAGER (CONSULTANT)

- Designed and implemented development programs for over 1200 engineers at various levels with the BART organization. Conducted needs assessments and bench markings to determine the development needs of Intern, Junior Senior, and Principal engineers and developed programs accordingly.
- Managed program budget, including vendor selection and contract negotiation, to ensure program success and cost-effectiveness while developing and maintaining solid relationships with internal stakeholders, including senior leaders and HR, to ensure program alignment with organizational goals.
- Establish a system for regularly evaluating the program's progress and impact. Provided regular reports to leadership on industry trends and tracked business impact and career progression. Later established

an alumni network to keep track of the program graduates' success and understand the program's long-term impact.

COCA-COLA, ATLANTA, MARCH 2014 TO APRIL 2022

SENIOR GLOBAL LEARNING EXPERIENCE DESIGNER

- Assisted with implementing Workday for all employees and leaders in multiple locations across the globe. Designed and developed eLearning, instructor-led training, and job aids for Workday HCM, Payroll, and Time Tracking modules. Recognized as a leader in program management for a large-scale challenging Workday deployment.
- Led the leadership development portfolio related to developing talent for future roles. Drove leadership training development to allow leaders to choose their development path, including developing leadership personas to present different leadership types before designing learning offerings and provided supervision to an instructional design team responsible for developing over 18,000 leaders within the Coca-Cola System.
- Negotiated contracts with suppliers, worked with procurement, analyzed and evaluated proposals to determine the best solution for learning and development, and viewed as the Subject Matter Expert in coaching/mentoring. Built a coaching/mentoring program using Chronus and set up the environment for it to co-exist in the organization. Developed and maintained strong relationships with external vendors, ensuring they met Coca-Cola's supplier governance standards.
- Collaborated closely with McCann Systems to implement a revolutionary digital classroom that combined virtual and in-person attendees, providing the instructor and employees with global real-time, real-perspective views. Increased employee annual onboarding attendance from an estimated 1,000 US employees to an estimated 3,000+ employees globally.

ADP TOTAL SOURCE, MIAMI, JAN 2008 TO OCT 2013

L&D PROGRAM MANAGER

- Carried out the design and development of new hire onboarding and continuous development training for Human Resources Business Partners (HRBPs) and Payroll Specialists. Managed end-to-end implementation of SAP modules for more than 500,000 worksite employees.
- Managed end-to-end development and delivery of training programs for ADP's product suite, including Payroll, Time & Attendance, Talent, Benefits, PEO, etc.
- Performed in-depth needs, content, and learner analysis to identify learning requirements, expectations, and gaps before developing and designing training strategies and solutions.
- Leveraged the Successive Approximation Model (SAM) process and Design Thinking workshops in the creation of use cases regarding any audience, as well as brainstorming creative solutions, developing prototypes, and connecting with stakeholders.

AT&T, ATLANTA, AUG 2006 TO JAN 2008

SENIOR TRAINING MANAGER

- Spearheaded the design and development of new hire onboarding training programs employing all stages of the ADDIE model.
- Oversaw the development of interactive Adobe PDFs for participants, including hands-on activities, role-based scenarios, and game-based activities.
- Led the creation and development of a wide range of web-based training programs using Lectora Pro, Captivate, and Articulate.
- Utilized standard project development methodologies, evaluated project scope, and identified resource requirements to create, administer, and modify project plans to guarantee the timely creation of course deliverables. Developed and conducted follow-up assessments to determine the effectiveness of training programs.

PREVIOUS EXPERIENCE

SAGE SOFTWARE, JAN 2002 TO AUG 2006 | **TRAINER/INSTRUCTIONAL DESIGNER**

EDUCATION AND CREDENTIALS

MASTER OF SCIENCE (M.SC.) IN HUMAN RESOURCE MANAGEMENT

*Troy State University, Troy, Alabama
Specialization in Instructional Design*

BACHELOR OF SCIENCE (B.SC.) IN BUSINESS ADMINISTRATION

*University of Central Florida, Orange County, Florida
Specialization in Human Resource Management*

AWARDS AND HONORS

ATD BEST AWARD 2005 (Sale Development Training)

CERTIFICATIONS & AFFILIATIONS

- AWS Certified Cloud Practitioner (March 2023)
- Project Management Institute (PMI) member
- Design Thinking Certification LUMA Institute (2019)
- Creating Leadership Development Programs Certification ATD (2019)
- Facilitate Leadership Excellence Accelerates Performance (2016)
- Certified in designing and facilitating training through MindGym (2016)
- Instructional Design and Instructional Techniques Certification (2004 & 2008)
- Info Mapping and DocuTools Certification (2007)
- Fundamentals of Technical Writing (2004)

TECHNICAL EXPERTISE

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| • Articulate 360 | • Human-Centered Design | • MS Teams |
| • Adobe Captivate | • Microsoft Office Suite | • Slack |
| • Workday | • JIRA | • Mural |
| • Asana | • Survey Monkey | • Windows and Mac |
| • Qualtrics | • Agile Sprints | • LMS |

VOLUNTEERISM

- Adopt A Highway
- Women's Healthcare and Wellness
- Instructional Design Mentorship

ADDITIONAL INFORMATION

Languages: English

Interests: ½ marathon runner, literature, tennis (recreational)

Portfolio and References available upon request