

PATRICE RHYMER

PORTFOLIO: [HTTPS://PATRICERHYMER.COM/](https://patricerhymer.com/)

Lawrenceville, GA
m: (678) 852-6158
pgrhymer@gmail.com
[LinkedIn](#)



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 utilizing my strong analytical and project management skills to deliver impactful change management and learning solutions to clients. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills and extensive technical expertise.

CORE COMPETENCIES

- Program Management
- Change Management
- Solutions Development
- Leadership & Collaboration
- Certified ScrumMaster
- Certified Instructional Designer
- Project Management
- Stakeholder Management
- Certified Human Center Design
- Certified in 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

OCM/L&D CHANGE LEAD 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 redesigning existing instructor-led training programs into e-learning in response to COVID-19.
- Develop and maintain a strategic roadmap for the planning and execution of POCs focused on Adobe systems, ensuring alignment with organizational objectives.
- 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 for biotech applications, including diagnostic testing, genome sequencing and vaccine development.
- 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

L&D DESIGN & CHANGE LEAD (CONSULTANT at BART)

- 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 adoption, business impact, and ROI.
- Collaborated with cross-functional teams, including IT, HR, and business units, to ensure alignment and successful delivery of change initiatives. Contributed to developing intellectual property and best practices in change management and learning.

- 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.
- Proficient in planning, executing, and closing POCs, ensuring they are completed on time, within scope, and within budget.
- Developed and executed change management strategies at BART, applied a structured methodology and lead change management activities, including impact analyses, assess change readiness, developed leading/lagging KPIs, and identify and manage risk with key stakeholders.

COCA-COLA, ATLANTA, OCT 2013 TO APRIL 2022

SENIOR GLOBAL LEARNING EXPERIENCE DESIGNER

- Managed a team of change management and learning consultants, providing guidance, coaching, and performance management to ensure high-quality deliverables for implementing Workday for all employees and leaders in multiple locations across the globe. Due to my leadership in the large-scale Workday implementation, I received high recognition from internal and external stakeholders and was awarded for my contribution.
- 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.
- 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. Conducted stakeholder analysis, developed change management plans, and implemented communication and engagement strategies to support the adoption of the digital classroom. Increased employee retention by 22% and increased onboarding attendance from 1,000 US employees to 6,000+ globally. **Click here to learn more:** [Coca-Cola Digital Classroom](#)

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 to create use cases for any audience, brainstorm creative solutions, develop prototypes, and connect 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 various 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.

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

- Certified Scrum Master Scrum Alliance (2022)
- 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)
- Fundamentals of Technical Writing (2004)

TECHNICAL EXPERTISE

- | | | |
|-------------------|--------------------------|--|
| • Articulate 360 | • ADKAR Model | • ERP (SAP, Oracle, PeopleSoft, Workday) |
| • Adobe Captivate | • ADDIE Model | • SharePoint, MS Teams |
| • Tableau | • Human-Centered Design | • Mural |
| • Power BI | • Microsoft Office Suite | • Windows and Mac |
| • Proxima | • JIRA | • LMS (Cornerstone, Degreed, Docebo) |
| • Asana | • Survey Monkey | |
| • Qualtrics | • Agile Sprints | |

VOLUNTEERISM

- Women's Healthcare and Wellness
- Instructional Design Mentorship

ADDITIONAL INFORMATION

Languages: English

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

References available upon request