

Learning & Development Manager Profile

Goal-focused and accomplished professional with substantial experience in project/program management, relationship building, and curriculum/professional development. Proven track record of success in implementing a new learning management system, leading training various programs, and turning around a stalled learning curriculum. Demonstrated history of architecting and executing talent development programs to drive professional growth and accountability across organization; creating cohesive, world class overall training & development program for executives. Articulate and refined communicator; proficient in forging, nurturing, and maintaining professional relationships with stakeholders at all levels.

Areas of Expertise

- ◆ Training & Development
- ◆ Stakeholder Engagement
- ◆ Staff Training & Leadership
- ◆ Content Design & Development
- ◆ Needs Analysis & Training Evaluation
- ◆ Critical Thinking & Problem Solving
- ◆ Project Management
- ◆ Relationship Management
- ◆ Cross-functional Collaboration

Professional Experience

American Family Insurance, Columbus, Ohio

2016 – Present

Instructional Designer

Administer end-to-end activities such as analyzing, designing, developing, implementing, and maintaining organization's Farm/Ranch curriculum. Steer team of five instructional designers to tailor over 100 micro-learning deliverables over eight months.

- Hand-picked to head designing and employing of learning interventions for a large Commercial Lines initiative.

Ariel Corporation, Mt. Vernon, Ohio

2015 – 2016

Instructional Design Lead

Spearheaded team to craft and deploy organization's training content, including designing of homegrown curriculum, vetting external content, and overseeing learning management system.

- Streamlined department's brand and standards across all operations to enhance efficiency and quality.

Huntington National Bank, Columbus, Ohio

2013 – 2015

Senior Curriculum Designer

Conceptualized the retail department's training curriculum while leading all aspects of ADDIE model. Leveraged in-depth knowledge of diverse training modalities to devise robust training content.

- Received promotion from position of Instructional Designer to Senior Curriculum Designer for delivering exceptional performance throughout tenure.

State Auto Insurance, Columbus Ohio

2013

Senior Training & Development Specialist

Structured and rebuilt on-boarding curriculum for claims call center, facilitating organizational needs by establishing balance between shorter training period and end user efficiency.

American Family Insurance, Columbus, Ohio

2011 – 2013

Project Manager

Headed all training projects surrounding deployment of new systems and products. Revitalized timelines by collaborating cross-functionally with training leadership, subject matter experts, and project stakeholders.

Additional Experience

Instructor, American Family Insurance

Team Leader, Progressive Insurance

Education

Master's in Education with Major in Training and Performance Improvement

Capella University, Minneapolis, Minnesota, 2014

Bachelor's in Communication with Major in Telecommunication

Ohio University, Ohio

Affiliations

Past President, Central Ohio Association for Talent Development, 2016

President, Central Ohio Association for Talent Development, 2015

President-Elect, Central Ohio Association for Talent Development, 2014

Technical Proficiency

Adobe: Creative Cloud | Audition | Illustrator | Photoshop | InDesign | Captivate | Bridge | XD

Articulate 360: Rise 360 | Storyline 360 | Review 360 | Content Library 360

Camtasia | Lectora | Kaltura | Snag-It

Envato Elements | Vyond | WebEx Zoom | Microsoft Office Suite

Learning Management Systems: Saba | Cornerstone | Xyleme