

## VP Learning and Development

*Innovative learning solutions that increase performance and impact business results*

**HIGH-IMPACT CHANGE LEADER** with extensive experience communicating and implementing vision for strategic development solutions in complex global organizations where performance targets are aggressive and rigorously measured. Expert in building collaborative relationships and influencing even the most resistant stakeholders.

**BUILDS STRONG LEARNING ORGANIZATIONS** by guiding the institution and developing employee capability at all levels. Thought leader utilizing best practices to consistently align OD, culture, and workforce learning with organizational objectives.

### *Core Competencies*

L & D Start-up | Human Performance Improvement | Succession & Workforce Planning | Orientation & On-Boarding  
Talent Management | Adult Learning Principles | Coaching & Mentoring | Leadership  
Performance Management | Program Design & Evaluation | Skill Assessment & Gap Analysis | Vendor Management  
Employee Development & Engagement | Learning Technology | Instructional Design

## Selected Accomplishments

- Launched corporate training college. Identified requirements from stakeholders to determine development priorities. Collaborated with training functions nationally and worldwide. Developed operation policies and procedures.
- Created a multi-level solution that included automated scorecards, supervisory coach certification, and a collision map that aided managers in product launches and training events. Raised sales performance 35% (20% over goal).
- Resolved need to improve key skill areas by designing innovative Sales Center. Incorporated multiple learning formats including initial benchmark assessment, demonstration videos, and individual personal coaches.
- Spearheaded rollout of controversial new performance management program by convening global governance network to identify benefits, resolve issues, and get cross-the-board buy-in.
- Led Learning and Development department creating design strategy and policies to ensure cost effective, proactive, forward looking solutions.
- Directed multiple public sales and marketing training facilities and operations. Oversaw curriculum development, training program evaluations, staff and contractor selection and on-going supervision. Managed budget planning, profit and loss, vendor contracts, facility design, and hardware selection.

## Executive Experience

**DIRECTOR, INTERNATIONAL LEARNING | ABC CORPORATION, WEBSTER, NY | 2011–Present**

>\$6B revenue | 20,000 total employees | Supported 2,000 global sales staff

*Collaborated with HR and sales operations to improve and maximize sales performance through targeted hiring, talent management, and talent retention.* Championed L&D interventions that achieved business impact with quick turnaround times.

- Expanded high impact sales training across enterprise even as HR was downsized. Achieved **7%** first-sale increase within 180 days. Solutions adopted by all business units.
- Captured the knowledge and best practices of a retiring workforce to create “Peer to Peer Learning” program
- Designed course for marketing team that enabled them to create engaging client materials showcasing business impact.

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## VP LEARNING & DEVELOPMENT | XYZ CABLE, PASSPORT, PA | 2006–2011

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\$45B revenue | 90,000 total employees | 10 lines of business | Supported 10,000 sales staff | Led 20 team members

*Recruited to design and launch new college for corporation. Developed training strategies to support hiring 1000 sale reps within 9 month period. Created hiring/job profiles, competency models, skill assessments, supervisory toolkits, and certification programs. Incorporated simulations, virtual training, and e-Learning into training designs.*

- Created virtual university that supported new hire and employee development programs including talent mapping, succession planning, employee engagement, and retention initiatives.
- Redesigned on-boarding program that contributed to a 5-year productivity level for new staff in their first 90 days.
- Increased sales performance **15%** by developing leadership programs that strengthened coaching and performance management skills.
- Transformed L&D department into a credible, high-performing team after identifying business impact metrics and coaching individuals. Developed creative and popular development opportunities that ultimately led to 3 promotions.
- Earned reputation for generating innovative and cost-effective solutions.

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## DIRECTOR, TRAINING AND DEVELOPMENT | ZEE CORPORATION, ERIE, PA | 2006–2011

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\$9M revenue | 1000 employees | 3 business units | Supported 300 employees

*Designed and developed performance management, compliance, diversity, leadership, and employee development training. Collaborated with business presidents on talent mapping, succession planning, employee engagement, and retention initiatives.*

- Reduced on-site consultant turnover **21%** within first year of implementation and improved client satisfaction by creating high-touch orientation program for new employees.

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## MANAGER, EMPLOYEE DEVELOPMENT (1999–2005) | LIY INTERNATIONAL, KY | 1997–2005

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\$3.4B revenue | 10,200 employees | Supported 8,000 staff

*Created and implemented global learning and development strategies to support talent management initiatives for engineers, technicians, IT, and operations groups. Managed training operations including facility management.*

- Recognized by senior management regarding key role in implementing new performance management system worldwide through creating an international governance network.
- Spearheaded IT outsourcing project implementing change management interventions, quality improvements, and delivering skill development programs.

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## Professional Profile

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| <b>EDUCATION</b>                         | <b>Ed.D. – Education Leadership</b>   Syracuse University, Syracuse, NY<br><b>M.Ed.– Master of Education in Human Resource Development</b>   University of Cincinnati, Cincinnati, OH<br><b>B.A. – Organizational Management</b> ( <i>summa cum laude</i> )   Midway College, Midway, IL |
| <b>LEARNING TECHNOLOGY &amp; SYSTEMS</b> | Adobe Connect, GoTo Webinar, Microsoft Office Live Meeting, Cisco Webex<br>Adobe Captivate/Presenter, Articulate Presenter, TechSmith, Camatasia<br>Blackboard, Skillsoft, Oracle/PeopleSoft, SAP  |
| <b>AFFILIATIONS</b>                      | <b>Society for Human Resource Management</b>   Member<br><b>American Society for Training &amp; Development</b>   Member<br><b>International Society for Performance Improvement</b>   Member  |