

Learning & Development Consultant / Instructional Designer

Skillful and dynamic training and development professional with demonstrated capacity to create comprehensive instructional design and training programs.

— Key Qualifications and Skills —

- *Proven track record of accurately designing and implementing unique training programs with a high level of effectiveness to a variety of learners, across various organizations and industries.*
 - *Skillful at delivering coaching and reinforcement activities for new trainers, increasing training capacities within organizations.*
 - *Highly focused and results-oriented in supporting complex, deadline-driven operations; identify goals and priorities and resolve issues in initial stages.*
 - *Builds collaborative and consultative relationships with subject matter experts, clients, end-users, peers, and stakeholders.*
 - *Experienced with the following tools: PowerPoint (advanced), Word (advanced), Snagit (advanced), OneNote (advanced), Excel, Adobe Contribute, Articulate 360 (Storyline 360, Studio 360, Replay 360, Peek, Rise, and Articulate Review), Vyond, iSpring, Web-Ex, Zoom, Skype, among others.*
 - *Examples of past technology projects include: JDA's Red Prairie Warehouse Management System (WMS), Itasca's Computer Assisted Ordering (CAO), Manhattan's Transportation LifeCycle Management (TLM), Sumtotal's Talent Management System, Workday, among others.*
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Professional Experience

Human Resources Plus, Inc. – Rochester, NY

Owner & Independent Consultant, 01/2001 - Present

Partners with companies of all sizes and industries to provide strategic advice and guidance concerning training, development, and instructional design. Designs beginning to end full-service training programs, which include needs assessment, gap analysis, instructional design materials (e-Learning, Instructor-Led Training, Job Aids, Performance Support Tools, Simulations, On-the-Job Training, Shadowing, Train-the-Trainer, etc.), facilitation, “go-live” onsite support, and post “go-live” training updates, specializing in Technology implementation and Human Resource related projects. Projects include warehouse management systems, transportation management systems, inventory management systems, talent management systems, performance management systems, recruiting programs, mentoring programs, compensation manuals, among others.

Selected Contributions:

- End-to-end oversight of the development of learning materials and programs, including development of learning outcomes and objectives aligned to strategic priorities, development of training materials, creation of assessments, and updates of content in accordance with new software enhancements.

Continued...

- Applied learning metrics to assess the effectiveness of training programs, including management of certifications and evaluations for training courses, in order to make revisions to enhance future training outcomes.
- Cultivated meaningful collaborative relationships with stakeholders to learn, analyze, evaluate, organize, and coordinate training initiatives and program design for maximum impact.

Dale Carnegie – Global

Custom Solutions Instructional Design Manager, 02/2018 to present

Responsible for the customization of private, live-online digital programs offered through Dale Carnegie and Associates. Oversees a team of independent instructional design contractors to fulfill the needs of Dale Carnegie's private clients.

Roberts Wesleyan College – Rochester, NY

Adjunct Professor, 07/2001 to 06/2014

Responsible for curriculum development and lecturing of courses within the Organizational Management Program (Group and Organizational Dynamics and Effective Interpersonal Relations) and Masters of Strategic Leadership Program (Building Competitive Advantage Through Human Resources).

Wegmans Food Markets, Inc. – Rochester, NY

Training Specialist/Instructional Designer, 01/1997 to 01/2001

Oversaw diverse training programs and projects, including performing skill/knowledge analysis of operations and corporate positions to develop specialized performance enhancement tools to promote consistency and quality, increase accountability, and streamline training. Leveraged human resource knowledge to consult on, and provide subject matter expert advice on goal analysis, performance interventions, and training programs.

Selected Contributions:

- Championed the development and implementation of a series of Management Training Workshops.
- Applied superior teaching abilities to facilitate a range of training programs, including train-the-trainer workshops.
- Improved training success through the implementation of job aids and training manuals.

Previous experience as *Human Resource Specialist* for Wegmans Food Markets, Inc.

Education & Training

Master of Science, Career and Human Resource Development: *Rochester Institute of Technology*

Bachelor of Arts, Public Justice: *SUNY Oswego*

Certification, Senior Professional in Human Resources (SPHR): *Human Resource Certification Institute*

Certification, Mager Certification in Criterion-Referenced Instruction I & II, Instructional Module Development, and Training Manager Workshop: *Rochester Institute of Technology*

Certification, American Psychological Association: certified to score, administer and interpret psychological assessment instruments used in organization development initiatives: *Rochester Institute of Technology*

Certification, Deaf Studies Certificate Program: *National Technical Institute for the Deaf (NTID)*

Certification, Mediation Training: *Center for Dispute Settlement*