

# Training Curriculum Vita

Greater Atlanta

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## QUALIFICATIONS SUMMARY

Senior Performance Management Consultant, Trainer, Instructional Designer, Project Management, Performance Management and Change Management, with expertise in both technical and soft skills training & development. Utilizes the HPI (Human Performance Improvement) process and/or ADDIE Model to help organizations identify, analyze and make improvements to reach goals. Works with Fortune 500 companies on an international level. A strong communicator with excellent presentation skills and the ability to create a great learning experience for everyone in the organization. Proven track record as a self starter who learns quickly and motivates the team. A competent and efficient business leader, who is results oriented, makes sound decisions, manages projects and delivers programs with quality results.

## PROFESSIONAL EXPERIENCE

### **Training & Consulting Services, LLC, Atlanta, GA**

**1994-Present**

#### **Senior Training Consultant:**

Managed the planning, budget and oversaw contractual agreements for Learning Development Projects. Successfully, marketed and sold instructional design, training, and Change Management services to clients on a consistent basis.

#### **Client/Projects:**

#### **MSSB Morgan Stanley Smith Barney - Technical Training Consultant**

- Delivered pre and post training to FAs (Financial Analyst) to assist with data conversion project.
- Engaged FAs through effective coaching and customized sessions.

#### **Charter Communications - Quality Assurance Development Consultant (Manila)**

- Consulted on quality initiatives, delivered training and coached Quality Assurance Representatives on the culture and business requirements for the new Customer Experience Center in Manila.
- Designed, developed and taught various system applications that included Order Entry, Billing, Repair Services and Sales resources data base applications.

#### **T-Mobile - Sales Training Consultant**

- Facilitated interactive Sales Training on the Production Floor for T-Mobile Call Center Agents in a three day boot camp methodology.
- Certification process included interactive role plays to determine product knowledge and cross selling abilities.
- Delivered coaching skills for management team to ensure the new methodology and skills were utilized on the production floor effectively.

#### **Verizon Wireless Project - Technical Training Consultant**

- Delivered Level One Technical Support Training, Industry Knowledge, Sales and the Billing applications; taught product knowledge for wireless equipment and internal processes during a seven (7) week curriculum.
- Certified call center agents through the delivery of proprietary software and systems applications for production floor.

*Professional Experience cont'd:***MARTA Transportation - Enterprise Resource Training Consultant**

- Advised and consulted on ERP implementation training for Oracle Payroll and Human Resources Modules.
- Utilized UPK (User Productivity Kit) to develop web based training content.
- Designed and authored business processes for systems training programs that blended Instructor-Led and web based learning courses.
- Successfully, delivered a two-day intense Train-the Trainer workshop to ensure trainers delivered the content consistently.
- Collaborated with HR to determine organizational development standards and guidelines.
- Coordinated with Change Management group on needs analysis, training gaps and organizational impact.

**Leadership Edge & Strategies - Instructional Designer**

- Provided Instructional Design services on various leadership courses. Clients included CDC (Center for Disease Control) and the Federal Reserve Bank of Atlanta. Designed and developed Instructor and Participant Guides.

**Alliance HR Consulting – Instructional Designer**

- Provided Instructional Design services for non-profit leadership teams. Designed and developed both Instructor and Participant Guides.

**Georgia Department of Technical & Adult Education - Training & Development Program Consultant**

- Provided Program Management services to the State of Georgia Technical Colleges. Facilitated and analyzed management tasks to ensure the delivery of appropriate training on various programs.
- Documented the findings and created design documents for training initiatives.

**Waste Management, Inc. - Project Manager**

- Surveyed regional focus groups to determine the specific needs of the lines of business.
- Partnered and worked with leadership to assess the new vision for the customer care experience.
- Planned and facilitated leadership strategy sessions to gain a better understanding of needs and requirements as a result of the acquisition.
- Designed and delivered Change Management topics to ensure all levels were on board with the process.
- Performed needs assessment on hardware, software and training needs.
- Designed and developed job aids, participant guides and instructor manuals to ensure consistency of training.
- Reviewed and validated Best Practices for the regions and designed a SOP (Standard Operating Procedures) Guide.
- Successfully completed the project on time and within budget for the southern area. Project was duplicated nationwide to ensure quality improvements.

**IBM Corporation, Atlanta, GA - Area Quality Project Manager (Employed 1983-1994)**

- Oversaw a multi-state Business Process Improvement & Change Management Project.
- Directed and managed a team of 15 Project Leaders through the development and implementation of the business transformation initiatives.
- Collaborated with stakeholders on initiatives to determine the priorities for the each project.
- Oversaw the design and development of various internal training courses that enhanced the organization teamwork.
- Delivered the project on time, within budget, and received Baldrige Bronze Level Award recognition for the Southern Area of IBM.

*Professional Experience cont'd:*

**TECHNICAL & SPECIALIZED SKILLS**

ERP Oracle Software: Payroll/Human Resources/Compensation  
Microsoft Office Suites: Power Point/Word/Excel  
UPK: User Productivity Kit  
Tools: Articulate/Captivate/Share Point  
Information Mapping  
Business Process Improvement  
Business Analyst

**PROFESSIONAL DEVELOPMENT**

IBM Sales and Marketing Instructor Certification  
IBM Systems Engineer Certification  
Designing Learning-ASTD  
Achieve Global Adult Learning Principles  
Leadership Strategies Institute-Effective Facilitator  
Bob Pike –Creative Training Techniques Certification  
ASTD Trainer Certification

**PROFESSIONAL AFFILIATIONS**

American Society of Training & Development (ASTD)  
Former Executive Board Member  
National Speakers Association (NSA)  
Former Executive Board Member