

Learning & Development Management

Accomplished and award-winning professional with hands-on experience creating bottom-line impact through learning and development management initiatives

Recognized for building leadership/management capabilities by establishing and delivering innovative and scalable development objectives and solutions. Demonstrated success analyzing and revamping existing L&D programs in adherence to corporate requirements aimed at achieving designated business goals. Proficient at leading learning and development projects from inception to completion, including creating learning experiences and materials that results in acquisition and application of knowledge and skills. Adept at uncovering/polishing corporate employees talent/skillset by delivering quality training. Instrumental in utilizing multiple training methodologies, such as classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops to deliver staff development programs.

Areas of Expertise

- Strategic Planning & Implementation
- Learning & Development Management
- Continuous Process Improvement
- Business Intelligence & Analysis
- Course Development/Execution
- Operations Management
- Lifecycle Project Management
- Documentation & Reporting
- Client Relationship Management

Career Experience

USCELLULAR, Chicago, IL
Learning Partner

2016 – Present

Design, create, and deliver company-wide leadership development initiatives aimed at enhancing organizational productivity. Maintain consistent collaboration with leaders at all levels to influence strategy and implement change management initiatives. Strategically positioned as project team lead for leadership excellence academy launch and implementation.

Key Contributions:

- Optimized 30% corporate productivity by developing and executing customized learning plans.
- Complied with user and business requirements through design thinking and agile methodologies, transforming virtual training model in 90 days without sacrificing user satisfaction and leadership advocacy.
- Drove positive organizational development outcomes by implementing advanced technologies and methodologies.
- Delivered award-winning leadership training, regarding sales, strategic thinking, leadership, coaching, and change management with a keen focus on achieving designated business goals.

USCELLULAR, Multiple Locations
Store Manager

2013 – 2016

Contributed to improving store performance by managing various day-to-day operations regarding sales, operations, community outreach, and media presence.

Key Contributions:

- Spearheaded region-wide sales onboarding and training processed which increased new hire sales results by 55% within 90 days.
- Pursued sales targets aggressively that resulted in exceeding defined sales performance goals and breaking state and territory sales records.
- Received recognition from top management for surpassing state and territory sales records through training and development of sales professionals and enhancing customer experience.

Conducted interviews to recruit and hire industry top talent while directing region-leading group of sales professionals.

Key Contributions:

- Achieved 120% of goal for new customer growth and 145% of goal for customer retention by devising and implementing robust market-driven strategies.
- Delivered superior customer engagement scores with over 90% of customers rating a perfect (all 5s) in-store experience.

Educational Background**Masters of Business Administration, Human Resources Management and Services**

Columbia College, Columbia, MO

Bachelors of Arts & Science, Business Administration, Human Resources, Employment Law

Columbia College, Columbia, MO

Professional Certifications

Professional in Human Resources (PHR®), HRCI, 2022

Change Management for HR (CMHR), HCI, 2021

Awards & Recognitions**Continuous Improvement Award (2020)**

- Awarded for projects which delivered superior results through an agile, continuous improvement (CI) model
- Retail Manager Onboarding

Key Leader Award (2017, 2018, 2020)

- Award serves as special recognition for associates achieving above average annual performance ratings.
- Exceeds expectations