**JD**

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**Email: j\*\*\*\*\*o@r\*\*\*\*\*i.com Cell: Xxxxxxxxxxxx**

**Core Competencies**

* + **Communication-**Strong communications skills, both verbal and written. Excellent facilitation and presentation skills. Ability to work collaboratively across different groups internally and externally, with all levels of management, staff and vendors. Outstanding customer service skills. Experienced contract negotiator.
  + **Problem solving-**Assess issues in methodical manner by taking proactive approach to find appropriate resolutions. Strong attention to detail, critical thinking and analysis skills.
  + **Planning and organizing**-Refined planning and organizational skills that balance multiple projects and responsibilities in a timely and professional manner. Able to handle many simultaneous and conflicting needs, while prioritizing assignments to adhere to deadlines.
  + **Technical Skills-**Expert knowledge of Microsoft Office suite of products (especially strong in PowerPoint, Word and Excel) Access, Outlook, SharePoint, Dropbox, WebEx, GoToMeetings, Survey Monkey and Internet. Learning Management Systems (LMS) experience: SABA, Success Factor, RedVector and Absorb. Able to quickly learn and adapt new technology skills and apply to related deliverables.

**Professional Experience**

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**Learning Research Developer (Contract position)**

Remote contract position providing training program and third party vendor research.

***Key Contributions and Accomplishments:***

* Research and evaluate third party vendor training offerings and make recommendations to company.
* Identify emerging learning technologies.
* Update, modify and edit training content, materials and documents, insuring learning experience is kept fresh, relevant and up-to-date for clients.
* Track and manage training programs for quality, effectiveness and customer satisfaction.

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**Training Coordinator/Learning Systems Manager**

Manage all training systems, including several Learning Management Systems, as well as coordinating all training activities.

***Key Contributions and Accomplishments:***

* Primary Administrator for Absorb Learning Management System, TCP Learning Management System, and CBT Nuggets Learning Management System.
* Manage and implement deployment of Absorb Learning Management System rollout to QTS Employees.
* Develop and deliver Absorb training webinar for all new users.
* Post courses, track student registration and completions, grant access to systems, troubleshoot and resolve issues and run reports.
* Oversee, manage and track completion of mandatory Compliance courses for entire company.
* Develop, implement, deliver and facilitate innovative enhancements and create new collateral for the QTS 101 New Hire training program.
  + Resulted in first 5 star evaluations for program.
* Analyze and run reports on training class effectiveness and completions.
* Edit, update, training materials and research new training offerings.
* Host and facilitate training webinars.
* Create and manage training calendar for training events.
* Provide coordination of all third party vendor technical training. Schedule classes, reserve rooms, coordinate catering and materials.
* Negotiate vendor contracts, reconcile invoices and track training expenses.

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**Training Coordinator/Registrar (Contract position-completed successfully)**

Manage all training activities for internal Laboratory Safety Training program for the Center for Disease Control (CDC).

***Key Contributions and Accomplishments:***

* Senior Administrator for SABA Learning Management System.
* Create and maintain Excel master spreadsheet to track course completions and scores for all internal training across the CDC, providing fast and efficient data reporting for government hearings and agency reports.
* Administer pilot testing and functional review for courses to be put in Learning Management System.

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**Service Desk Training Coordinator (Contract position – completed successfully)**

Administer all Service Desk Agent and train-the trainer training events, both instructor-led and online.

***Key Contributions and Accomplishments:***

* Manage 8 week New Hire Boot Camp program for Service Desk Agents.
* Coordinate all logistical requirements for program.
* Create and maintain training calendar.
* Coordinate staffing requirements and schedule trainers, reserve rooms and prepare all materials, manuals, nametags, tent cards, sign-in sheets, rosters and gift bags.
* Primary Administrator for RedVector Learning Management System (LMS)
* Develop and conduct training classes on how to use Learning Management System to new Service Agents.
* Develop communications for Service Desk Newsletter about upcoming training events.

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**Training Project Coordinator/Logistic Scheduler (Contract position – completed successfully)**

Manage enrollment, scheduling, logistics and training project management of the Support Update Education (SUE) training program

for employee and client support staff and for the New Hire Boot Camp for new employees.

***Key Contributions and Accomplishments:***

* Maintain scheduling and registration for all classroom and online training offerings.
* Coordinate and manage all logistics involved with implementing client training programs, including  
  proposals, certification component scheduling, online training access/logons, training materials

preparation, equipment preparation, location, instructors & participants, delivery, test administration,

reporting results, catering, security access for onsite trainings.

* Coordinate and organize cross-functional training project teams, Trainers, Course Developers,

Training Manager, Lab Experts.

* Prepare training materials for training programs and expedite material production and/or shipments.
* Moderate "live" training webinars and manage training webinar recordings and recording maintenance.
* Implement and track results of training and certification programs in Learning Management System.

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Training Coordinator Xxxx Xxxxxxxxxxxx Xxxx

Twice recipient of company Spotlight Award recognizing outstanding performance, innovation and service dedication, for work done on Leadership Skills Training Program.

***Key Contributions and Accomplishments:***

Training Event Planning and Preparation*:*

* Research /locate off-site training sites, establish relationships with hotels, material and food vendors.
* Prepare proposal for event; timeline, venues, suppliers, staffing and budget.
* Negotiate all vendor contacts with strict adherence to budget, saving company thousands of dollars.
* Secure training locations. Schedule training and instructors, supervise registration and send confirmation emails to trainees.
* Develop/revise and keep current all training manuals and course materials.
* Manage budget for training supplies and food, keeping cost down.

Training Event Management*:*

* Manage/coordinate all on-site logistics. Make sure all materials arrive on time at venue.
* Oversee suppliers, handle client queries and troubleshoot issues day of the event.

**Documentation/Record Keeping:**

* Primary owner for Success Factor’s Learning Management System.
* Review online training courses for quality assurance and accuracy. Oversee post-event evaluations.

**Education:** Xxxxxxxxx Xxxxx Xxxxxxx Marketing