**Donald Maiorino**

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**PROFESSIONAL SUMMARY**

Results-driven Learning and Development leader with a proven track record in designing and implementing innovative training programs. Skilled in leveraging technology to enhance learning experiences and improve employee performance. Proven ability to lead teams, manage projects, and build strong relationships with stakeholders both domestic and international. Seeking a challenging, full-time role to utilize my expertise in human resources, performance enhancement, instructional design & delivery, eLearning, needs analysis, and communications.

**CORE COMPETENCIES**

* Improves individual and team performance strategies.
* Smoothly integrates new employees and maintains engagement.
* Evaluates training program effectiveness.
* Enhances organizational effectiveness and manages change.
* Develops leadership skills across all levels.
* Systematically designs and evaluates training programs.
* Oversees projects, domestic and international, within scope, budget, and time.
* Efficiently manages financial resources for project success.

**PROFESSIONAL SKILLS**

* Stakeholder Engagement
* Curriculum Design and Management
* **Technical:**
* ChatGPT
* LMS (Cornerstone/SABA/Litmos)
* Virtual Reality
* ATD Certified eLearning Design (Articulate360/Captivate/Camtasia)
* Animation (Vyond)
* Webcasting (GoTo/Adobe Connect)
* Performance Enhancement
* Employee Onboarding/Engagement
* Kirkpatrick Model of Evaluation
* International Organization Development
* Leadership Development
* ADDIE/SAM Models
* Project Management
* Budget Management
* Blended Facilitation and Development
* Needs Analysis

**PROFESSIONAL WORK EXPERIENCE**

**Communications Manager (Contractor) | Raymond James | Hybrid: St. Petersburg, FL & Charlotte, NC**

**October 2023 – Present**

* Led the communications and learning design, development, and deployment for IT Finance and IT Project Portfolio Management (PPM). This program helped IT project owners and managers plan their budgets and resources effectively, ensuring alignment with the overall IT budget.

**Business Execution Consultant (Contractor) | Wells Fargo | Charlotte, NC**

**February 2023 – August 2023**

* Transformed loan product training by replacing outdated PowerPoint webinars with modern eLearning video solutions, increasing employee engagement by 80%.

**Talent & Organization Manager | Accenture | Charlotte, NC**

**May 2021 – Nov 2022**

* Led learning, change, and communications for a large-scale Oracle ERP conversion for a large medical supply distributor. Managed an international learning and change team to ensure successful project delivery.
* Mentored new campus hires, providing guidance and support for their professional development.
* Created the internal communications plan for a financial service client's spin-off of a new Consumer Financial Service Company.
* Managed change and communications for a Virtual Reality pilot program, ensuring a successful launch with higher than forecasted employee adoption, resulting in the program finishing three months ahead of schedule.

**Senior Learning Consultant (Contractor) | Charter Communications | Charlotte, NC**

**October 2019 – May 2021**

* Developed eLearning programs for various divisions of Charter, including Spectrum Enterprise and Spectrum Consumer Direct Sales.
* Designed a leadership curriculum for Sales Managers/Senior Managers, aligning with peak times of the year, resulting in higher retention and promotion rates within their departments.

**Lead Professional Development Consultant (Contractor) | Duke Energy | Charlotte, NC**

**May 2019 – September 2019**

* Managed the analysis, development, and implementation of the Grid Solutions Professional Development Training program in collaboration with the instructional design team. This program facilitated Project Managers and Engineers in addressing over $30 million in mismanaged work orders, leading to significant mitigation.
* Led a team of trainers/designers to create and deliver the program by the end of 2019. The program was successfully completed four months ahead of the scheduled timeline by September 2019.

**Learning & Enablement Manager | Precision Lender (A Q2 Company) | Charlotte, NC**

**June 2018 – January 2019**

* Launched the Sales Leader Learning Path program for Precision Lender, an eLearning platform empowering Lenders to tailor loans to individual client requirements, thereby improving borrower relationships.
* Oversaw the Litmos-based Learning Management System (LMS) for internal and external users. Managed a team of Instructional Designers and LMS administration.
* Created engaging animated content to boost the company's presence on social media platforms.

**Learning & Development Manager | Dixon, Hughes, Goodman, LLP (Forvis/Mazars) | Charlotte, NC**

**August 2015 – June 2018**

* Established DHG University's NASBA-Certified eLearning initiative, fulfilling 10% of the annual compliance mandate for 250+ professionals, resulting in savings exceeding $500k annually by eliminating travel expenses.
* Partnered with Stakeholders to develop leadership programs aimed at enhancing performance and client relationships.
* Mentored a team of audit and accounting professionals who successfully became instructional designers, trainers, and/or learning managers in their areas of expertise.
* Contributed voiceovers for internal and client-focused videos in collaboration with the Digital Marketing team, and orchestrated Quarterly Town Halls and online learning sessions.

**Learning & Development Manager | FTI Consulting | Roseland, NJ**

**December 2013 – August 2015**

* Boosted online class engagement by 80% via active intranet promotions and networking.
* Launched FTI HR eLearning Series for streamlined onboarding across 26+ countries, tailored to diverse development needs. Led design and delivery teams in Sydney, Hong Kong, Rio de Janeiro, Amsterdam, and London.
* Introduced pre-work modules for New Director School, optimizing time for meaningful discussions with leaders.
* Efficiently managed the LMS administration and the eLearning design teams within budget.

**Learning & Development Project Manager | Federal Reserve Bank of New York | New York, NY**

**August 2008 – October 2013**

* Integrated IT and HR goals for New Employee Onboarding, ensuring a clear day-one message.
* Created uniform training across the Federal Reserve System with engaging multimedia content.
* Collaborated with tech writers and internal partners for effective program development.
* Conducted 1200 hours annually of in-person and virtual training sessions on modern technologies for Federal Reserve System employees.

**ADDITIONAL RELEVANT EXPERIENCE**

* **Director of Training & Sports Programming /** Triumph Communications / New York, NY
* **HR Learning Project Manager /** ETS-Educational Testing Service / Princeton, NJ
* **Learning Consultant (Contractor) /** AIG and Princeton University / Parsippany & Princeton, NJ
* **Coordinating Producer-Highlights /** Fox Broadcasting Company / Los Angeles, CA

**EDUCATION**

* **Marquette University** / Milwaukee, WI / Bachelor of Arts
* Major: Broadcast and Electronic Communication
* Minor: Criminology and Law Studies