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| **Professional Summary**  Dynamic learning leader with over a decade of experience driving enterprise learning, leadership development, and organizational transformation across global and matrixed environments. Proven success in instructional design, learning delivery, performance management, succession planning, and employee engagement. Skilled in leading cross-functional teams, deploying scalable learning ecosystems, and aligning talent strategies with business goals.    **Professional Experience**   |  |  | | --- | --- | | **Raymond James** | **Remote** | | *Communications Manager (Contractor)* | *October 2023 - Present* |  * Enhanced engagement and learning retention across IT by advising leadership on implementing diverse training solutions and adult learning principles to reshape onboarding programs. * Increased budget planning accuracy and project alignment by leading the design, communication, and deployment of targeted learning solutions for IT Finance and Project Portfolio Management (PPM), enabling project owners and managers to plan budgets and resources more effectively. * Strengthened collaboration between IT and cross-functional teams by serving as a liaison to gather training requirements, resolve learning challenges, and ensure alignment with organizational strategies.      |  |  | | --- | --- | | **Wells Fargo** | **Charlotte, NC, USA** | | *Business Execution Consultant (Contractor)* | *February 2023 - August 2023* |  * Increased employee engagement by 80% by replacing outdated PowerPoint webinars with interactive eLearning video solutions, leveraging adult learning principles to modernize loan product training programs.      |  |  | | --- | --- | | **Accenture** | **Charlotte, NC, USA** | | *Talent and Organization Manager* | *May 2021 - November 2022* |  * Directed a cross-functional international team to achieve a successful Oracle ERP implementation, impacting over 2,000 employees by developing and implementing targeted learning programs, change management, and communication strategies. * Accelerated onboarding and skill development for 15+ new campus hires by providing coaching, performance feedback, and tailored training solutions to support professional growth and retention. * Led a Virtual Reality pilot program that resulted in a 20% increase in employee adoption rates and completed the project 3 months ahead of schedule through effective change management and training initiatives. * Facilitated a seamless transition for a financial services spin-off affecting over 1,000 employees by creating and executing a comprehensive communications plan that supported training, policy interpretation, and change initiatives.      |  |  | | --- | --- | | **Charter Communications** | **Charlotte, NC, USA** | | *Senior Learning Consultant (Contractor)* | *October 2019 - May 2021* |  * Increased leadership retention and promotion rates by 18% by developing and implementing a leadership curriculum for Sales Managers and Senior Managers, leveraging adult learning theory and aligning with peak operational periods. * Enhanced training effectiveness and learner engagement by creating and delivering interactive eLearning programs for Spectrum Enterprise and Spectrum Consumer Direct Sales, applying instructional design best practices and ongoing feedback analysis.      |  |  | | --- | --- | | **Duke Energy** | **Charlotte, NC, USA** | | *Lead Professional Development Consultant (Contractor)* | *May 2019 - September 2019* |  * Enabled resolution of over $30 million in mismanaged work orders by analyzing training needs and collaborating with business and technical leaders to implement the Grid Solutions Professional Development Training program for project managers and engineers. * Delivered a comprehensive professional development training program four months ahead of schedule by leading a team of trainers and designers to create, deliver, and implement learning solutions.      |  |  | | --- | --- | | **PrecisionLender (A Q2 Company)** | **Charlotte, NC, USA** | | *Learning and Enablement Manager* | *June 2018 - January 2019* |  * Accelerated enablement timelines and increased client retention by 95% by designing, delivering, and maintaining the Sales Leader Learning Path program for PrecisionLender's commercial loan SaaS, empowering their client-lenders to tailor solutions and improve client relationships. * Enhanced training effectiveness and reduced help desk support queries by 65% by leading a team of Instructional Designers and LMS administrators to analyze training needs, develop instructional materials, and deliver learning programs through the Litmos-based LMS. * Expanded digital reach by creating and distributing engaging animated training content that promoted learning programs and supported ongoing training initiatives across social media platforms.      |  |  | | --- | --- | | **Dixon, Hughes, Goodman, LLP (Forvis/Mazars)** | **Charlotte, NC, USA** | | *Learning and Development Manager* | *August 2015 - June 2018* |  * Saved over $500K annually by designing, implementing, and maintaining a NASBA-Certified eLearning initiative for 250+ professionals, eliminating travel expenses and supporting regulatory requirements. * Enhanced leadership development and client relationship skills by developing and delivering targeted leadership programs in collaboration with stakeholders to address organizational training needs. * Transformed team capabilities by coaching and supporting audit and accounting professionals to become instructional designers, trainers, and learning managers, expanding internal training expertise. * Improved communication and engagement across the firm by producing voiceovers for training videos and orchestrating Quarterly Town Halls and virtual learning sessions in partnership with Digital Marketing.      |  |  | | --- | --- | | **FTI Consulting** | **Roseland, NJ, USA** | | *Learning and Development Manager* | *December 2013 - August 2015* |  * Increased online training engagement by 80% by promoting virtual classes through targeted intranet campaigns and internal networking for global learning and development initiatives across 26+ countries. * Streamlined onboarding and enhanced training effectiveness by launching the FTI HR eLearning Series, collaborating with cross-functional teams in Sydney, Hong Kong, Rio de Janeiro, Amsterdam, and London to tailor content to local needs. * Improved quality of leadership training discussions for the New Director School program by developing and introducing pre-work modules to maximize in-session engagement and knowledge retention. * Supported training needs analysis and curriculum development by assessing development needs and partnering with stakeholders to create and refine learning solutions aligned with business goals.      |  |  | | --- | --- | | **Federal Reserve Bank of New York** | **New York, NY, USA** | | *Learning and Development Project Manager* | *August 2008 - October 2013* |  * Enhanced onboarding experience for new hires across the Federal Reserve System by developing and delivering standardized training programs that integrated IT and HR objectives, ensuring clear day-one communication and compliance with organizational policies. * Increased training engagement and knowledge retention by designing and implementing interactive multimedia training modules across the Federal Reserve System, leveraging adult learning theory and digital resources. * Delivered over 1,200 hours of training annually to Federal Reserve System employees by facilitating both in-person and virtual sessions on modern technologies, adapting instructional methods to learner needs, and evaluating performance outcomes.     **Projects & Outside Experience**   |  |  | | --- | --- | | **Academic Assessment** | **Princeton, NJ, USA** | | *ETS-Educational Testing Service* |  |  * Learning Developer and Instructor / 6 Years      |  |  | | --- | --- | | **Advancement/Fund-Raising** | **Princeton, NJ, USA** | | *Princeton University Office of Advancement* |  |  * Communications and Learning Developer / 2 Years      |  |  | | --- | --- | | **Media/Communications** |  | | *Total-5 Years* |  | | * NFL on FOX – Telecast Statistician: Fox Broadcasting Company | **Philadelphia, PA, USA** | | * Coordinating Producer- Fox Sports News & Fox Digital | **Los Angeles, CA, USA** | | * Director of Training & Sports Network: Triumph-Liberty Media | **New York, NY, USA** |   **Education**   |  |  | | --- | --- | | **Marquette University** |  | | *Bachelor's, Broadcast and Electronic Communication* |  |     **Skills**  **Skills:** Adobe Creative Suite, AWS, JIRA, Management, Oracle, Sales, Salesforce, Social Media, Video Editing, PowerPoint/Keynote/Slides, Journalism, Communications, Word/Pages/Docs, Human Resources Information System (HRIS), Animation, Excel/Numbers/Sheets, Employee Engagement, Talent Development, Public Speaking, Learning & Development, Storyline, Camtasia, Rise, Workday, LMS |