

**TALENT DEVELOPMENT TEAM LEADER**

Talent Development team leader with a track record of creating training programs that align employee development to business objectives within the digital marketing, SaaS, and eCommerce spaces

- 14 years experience building training programs in the digital marketing, SaaS, and eCommerce spaces
- Lead remote training teams across the United States, Europe, and the Philippines
- Passionate about providing training and coaching to emerging talent within organizations
- Track record of working with People teams to develop rigorous onboarding and assessment programs
- Experience implementing and running eLearning, LMS, and HRIS tools (Articulate, Docebo, Lattice)

**JORDAN DIGITAL MARKETING****Oct 2023 - Present*****Leadership Development Consultant***

- Created JDM's leadership training focused on managerial skills and team leadership
- Coached JDM's managers skills around question asking, listening, communication, and feedback
- Trained our CS teams on the importance of strategic thinking and understanding a client's perspective
- Expanded our onboarding program to provide new hires with two years of planned career development
- Created a 90-day assessment to evaluate new hires and provide their managers with coaching plans

**INTROLYTIC TALENT DEVELOPMENT****Sep 2023 - Present*****Leadership Development Consultant***

- Build and run training programs focused on EQ skills to technically oriented teams
- Collaborate with clients to create and run their own in-house leadership development programs
- Streamline training such as onboarding, upskilling, assessment, and certification programs
- Guide clients on implementing adult learning best practices in their own training materials

**ROCKET LAWYER****Nov 2021 - Jan 2023*****Director of Learning & Development***

- Implemented an L&D team that centralized training resources and assessment process across the org
- Clarified our talent management lifecycle by working with leaders from each department across the org to map out career paths and company wide core competencies for various roles
- Documented and managed our training processes with Agile best practices on Jira/Confluence
- Launched Rocket Lawyer's first LMS (Docebo) with social learning and gamification features
- Developed a scalable content creation process that used the ADDIE model for building learning plans
- Utilized adult learning best practices to ensure that materials were being absorbed and implemented
- Assisted our People team by setting up our EVS, OKR, and 9-Box processes in Lattice

**3Q DIGITAL (now DEPT)****Nov 2013 – Nov 2021*****VP of Leadership and Talent Development (promoted Jan 2018)***

- Created, grew, and maintained talent management programs that supported our growth from 50 to 500
- Lead a team of six that managed our On-Boarding and Professional Development programs
- Mapped out career paths with corresponding training programs that structured new hire's expectations
- Developed a managerial skills program that supported first time managers through team leads
- Provided 1-1 coaching for new team leads focused on training techniques, and talent development
- Worked with a behavioral assessment consultant (Predictive Index) to administer personality index assessments and provided managers with tailored coaching based on their team's unique results
- Verified and measured the effectiveness of our training by administering various assessment programs

***Director of Learning & Development***

- Ensured that our new hires ramped up quickly by managing a team of four trainers
- Developed a multi-tiered managerial skills program that provided support to first time managers

**iPROSPECT**

*Sep 2007 – Oct 2013*

***Training Specialist (promoted Jan 2010)***

- Implemented an onboarding program with ILTs, Articulate eLearnings, and written SOPs
- Created a 90-day assessment that measured new hire's skills and our training's effectiveness
- Delivered a customized two-day in-person SEO/Web Analytics seminar at 13 different US cities

***Search Marketing Specialist***

- Managed the setup, analysis, testing, and optimization of search marketing campaigns

**AEROTEK**

*Jun 2006 - Sept 2007*

***Recruiter***

- Recruited environmental and civil engineers within the Northern California region

**SAN FRANCISCO STATE UNIVERSITY**

*2006*

***Mathematics***