



Summary of Professional Accomplishments

- Developed and implemented award-winning leadership training and development programs
- Led design, execution, and continuous improvement of global succession planning and performance management training and processes
- Transformed multiple training organizations by establishing tight business strategy alignment with learning priorities, embedding instructional design practices and tools, and demonstrating business value through in-depth measurement practices
- Led successful business case development, training development, and full implementation and change adoption of multiple global HR systems including Workday Human Resource Management, Talent Management, and Recruiting applications

Business Experience

August 2020 – Present

LEARNING & DEVELOPMENT PROFESSIONAL (*freelance*)

Create custom learning solutions that strengthen learner engagement and deliver high-impact business results

- Designed comprehensive behavioral interviewing blended-training program for Fortune 500 \$6 billion international business. Deliverables included:
 - Developed Articulate Storyline 360 eLearning introductory interviewing course. Used as alternative to, and refresher for, instructor-led course.
 - Created virtual, interactive, instructor-led behavioral interviewing workshop for hiring managers. Learning products included facilitator guide, PowerPoint deck, and participant guide.
 - Produced board of directors' annual talent review presentation highlighting high potential leader development needs, illustrating succession planning shortfalls, and depicting diversity trending analytics.

Baldwin Wallace University - Berea, Ohio

August 2010 – Present

Private, liberal arts-based college offering bachelor's and master's degrees and professional education programs

LECTURER – Part-time Adjunct Faculty, Department of Business Administration

Teach undergraduate and graduate asynchronous virtual, hybrid, and in-person courses in training and development, leadership development, business communication, and recruiting.

Moen, Incorporated – North Olmsted, Ohio

July 2010 – August 2020

No. 1 faucet brand in North America, a leader in China, and part of Fortune Brands Home & Security

SENIOR DIRECTOR – Talent Management and Human Resources

Built the global leadership development, succession planning, employee training, change management, and performance management training programs and processes. Led strategy formulation and tactical execution of corporate talent acquisition team.

- *Leadership Development and Succession Planning*
 - Created and implemented a leadership development framework, including the design and deployment of a high-potential talent training program and a middle-manager blended learning training curriculum. After completion of two high-potential cohorts, 96% of participants retained in the organization, 30% moving into new or expanded roles.
 - Customized and implemented a performance coaching training program based on *The Extraordinary Coach*, including 18-month sustainability plan. Ninety percent of all managers completed initial training in less than 1 year.
 - Upgraded global succession planning process and training, including cross-business functional assessments and annual executive talent reviews. Retained 95% of high-potential talent over 5 years.
 - Developed and executed a custom senior-level sales leadership development program in partnership with Duke Corporate Education. Demonstrated business impact by adopting Bersin by Deloitte's Learning Measurement Model.

SENIOR DIRECTOR – Talent Management and Human Resources *(continued)*

- *Employee Training & Development*
 - Redesigned and branded corporate university learning strategy by streamlining and aligning leadership and functional competency model with training curriculum targeted to support strategic initiatives.
- *Performance Management*
 - Led redesign of global performance management process and training in conjunction with implementation of Workday Talent Management application.

Ohio Savings Bank - Cleveland, Ohio Division of New York Community Bank and accounts for 25% of branches nationwide	July 2006 – 2010
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SENIOR DIRECTOR – Talent Development

Designed and executed a talent management strategy combining the training, leadership development, performance management, and employee communication functions into one integrated department.

- Designed and executed an enterprise performance management process. Led the development and implementation of coaching and goal-setting training for all employees.
- Customized a consultative selling blended learning program targeted at retail and mortgage sales staff. Training results reflected a 20.87% increase in cross-sell ratios.

KeyCorp - Cleveland, Ohio One of the nation's largest bank-based financial services companies with assets of approximately \$89 billion	1996 – 2006
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CHIEF LEARNING OFFICER – Leadership Development, Organization Development, & Training (1999-2006)

Directed leadership development, organization development, and training functions for the enterprise. Managed staff of 8 direct reports, department of 150 employees, and a \$20 million budget. Served as the senior HR Business Partner for all corporate functions including Finance, Marketing, IT, and HR.

- Created a centralized instructional design function based on the ADDIE instructional design model. Built staff of 20 designers accountable for design, development, and assessment of all business training.
- Implemented an action-learning executive education program in partnership with Weatherhead Business School at Case Western Reserve University.
- Developed and implemented a company-wide performance management system based on a balanced scorecard model and cascading goals from CEO down to all 25,000 employees.

SENIOR MANAGER & SVP – Instructional Design (1996-1999)

Managed instructional design project portfolio with 6 designers supporting all business units and staff functions.

- Designed and developed the first mutual fund training workshop for business bankers.

AT&T - Cleveland, Ohio American multinational telecommunications conglomerate	1993 – 1996
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SENIOR INSTRUCTIONAL DESIGNER – Consumer Services Business (1993-1996)

- Designed and developed training programs for consumer business unit sales, service, and collection teams.

Education and Special Training

M.Ed. - Adult Learning & Development - 4.0 G.P.A. - Cleveland State University - Cleveland, Ohio

B.A. - Speech Communication – 3.95 G.P.A. Summa cum Laude – Baldwin Wallace University - Berea, Ohio

Executive Coaching Certificate – Weatherhead School of Management, 2019

Designing Virtual Training Certificate – Association for Talent Development, 109

Professional Training - Myers-Briggs Type Indicator qualified, PDI PROFILOR® 360 Certified, ECI (Emotional Competence Inventory) 360 Certified, DDI Targeted Selection Master Certified, Korn Ferry Leadership Architect 360 Certified, Zenger Folkman 360 Certified, Prosci® change management certification