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PROFILE

Professional Training Manager and Consultant with 10 years of technical and professional training experience. Highly skilled in instructional design and course development in corporate environment. Experienced in implementing successful, leading edge blended learning programs. Skilled in identifying and implementing learning solutions to develop employees and workgroups. Industry certifications: Microsoft Certified Trainer (MCT), Microsoft Certified Systems Engineer (MCSE) and Oracle Certified Professional (OCP). Software skills include: MS Word, Excel, PowerPoint, Access, Training Manager Plus, and MS Project.

PROFESSIONAL EXPERIENCE

ABC CORPORATION

Chicago, IL

2003 - Present

IT Training Manager

Management responsibility for all technical and professional training for a 560-member Information Technology department. Responsible for the identification of internal training needs and the selection, management and evaluation of training providers. Develop and maintain effective client and vendor relationships. Oversee implementation of departmental and corporate training initiatives.

- Successfully implemented a leading edge blended-learning solution, combining an e-learning platform and instructor-led training.
- Developed and implemented 28 effective technical and professional competency models.
- Reduced instructor-led training costs by 80% within first year.
- Increased e-learning training to 82% of total training hours delivered.
- Selected to head I.T. Quality Task Force, consisting of cross-functional, global teams from 9 countries. Chosen for proven ability to lead teams, conduct effective meetings and promote collaborative decision-making.

XYZ COMPANY

Portland, OR

1998–2002

End-User Training Manager/Consultant

2000 - 2002

Responsible for enterprise-wide software training for more than 15,000 clients. Managed staff of 31 instructors and support personnel. Responsible for the promotion, implementation and communication of training solutions in a large corporate environment. Consulted with XYZ management and various ADC customers to identify and address technical and professional training and development requirements.

- Managed vendor selection process, selecting final vendor nine vendors to one.
- Developed successful training effectiveness evaluation model for multiple vendor environments.
- Creator of highly successful IT manager leadership development program.
- Reduced infrastructure costs by 40% within first year.
- Grew training volume by 210%.
- Awarded annual “Top Flight Award” by internal corporate customers for “outstanding customer service and the consistent delivery of high-quality training products and services”.

Lead Instructor/Consultant

1998 – 1999

Managed the selection, design and delivery of instructor-led curriculum for several XYZ clients, the instructor selection and development, and the management and delivery of IT training to XYZ employees. Coordinated all personnel and resources used for instructor-led training at several XYZ customer sites.

- Served as subject-matter expert for training gap-analysis in large corporate environments.
- Successfully managed the instructional design and delivery of an OS/2 operating system curriculum under tight time constraints.
- Managed "Train-the-Trainer" and instructor development programs for several IBM clients.

WXO CORPORATION

Seattle, WA

1996-1997

Instructor

Provided all corporate training and leadership development programs system wide.

- Received 98% "Excellent" instructor ratings for both 1996 and 1997.
- Developed and maintained training database for capturing all curriculum changes.
- Selected as lead instructor responsible for rolling out pilot safety program to more than 1,000 employees.

EDUCATION

M. A. in Training and Development
B.A. in Communications

University of California
University of South Carolina

Berkeley, CA
Columbia, SC

MEMBERSHIPS

Society for Training and Development, Chicago Chapter
Association for Instructional Designers
Toast Masters, Southwest Division

CIVIC LEADERSHIP

President, I.T. Trainers Association Chicago, IL
Chairman, United Way Campaign Southwest District
Treasurer, Institute For Training Excellence
Community Liaison, Big Brothers of America