

# JANE SMITH

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## ORGANIZATIONAL DEVELOPMENT PROFESSIONAL WITH 13+ YEARS OF EXPERIENCE

Individual & Organizational Development/Leadership Coaching & Training/Talent Assessment & Management

### PROFESSIONAL PROFILE

An employee-focused and performance-driven Organizational Development (OD) Professional with an exceptional work ethic and a solid knowledge of the learning development cycle, contributing diverse and progressive experience within a variety of leadership capacities for various global corporations. A catalyst for positive change with a proven ability to proactively identify organizational gaps, develop constructive relationships with a broad group of cross-functional business partners, and establish a cooperative climate across multiple departments/divisions. A skilled communicator, facilitator, and presenter with a propensity to build winning environments that consistently add value, deliver measurable results, exceed organizational objectives, and enhance company viability and growth. Highly developed interpersonal, assessment, and relationship-building skills. Strong written, oral, and technical aptitude.

### CORE COMPETENCIES

- *Organizational Development*
- *Partnership/Alliance-Building*
- *Program Design/Management*
- *Strategic Business Planning*
- *Performance Consulting*
- *Talent Recognition/Cultivation*
- *Career Path Planning/Growth*
- *Internal Coaching & Mentoring*
- *Group Collaboration/Facilitation*
- *Leadership Development/Training*
- *Performance Review/Assessment*
- *Functional Change Management*

### EDUCATION

MA in Organizational Leadership; Concentration in OD Consulting - Regent University, Virginia Beach, VA

MA Certificate in Training at a Distance - University of Maryland, University College, MD

BA in Education - Point Loma Nazarene University, San Diego, CA

### DESIGNATIONS/SPECIALIZED TRAINING

- Assessment Certification, Center for Creative Leadership (CCL)
- Certified Facilitator, CPP's Meyers-Briggs Type Indicator (MBTI)
- Certified Facilitator: Ken Blanchard's Situational Leadership II/Coaching Essentials for Leaders/Leader Action Profile
- Certified Facilitator, Korn/Ferry International, Voices 360
- Certified Facilitator, Vital Smarts, Crucial Conversations
- Master Certified Trainer - IMEX, Development Dimensions International (DDI)

### PROFESSIONAL AFFILIATIONS

- American Society for Training and Development
- International Society for Performance Improvement
- Toast Masters

### PROFESSIONAL EXPERIENCE

**ABC Company** **Any Town, USA** **Jan. 2008 - Present**  
*Manager, Learning & Organization Development (Virtual Employee)*

Partnered with business leaders to meet emerging needs for over 1500 employees geographically dispersed across sixty (62) locations throughout the U.S. for a leading, global children's book distributor.

- Sought after by Executive Leaders to design, develop, and deploy performance solutions to all business units throughout the organization; partnered with all levels of management to provide career path planning and coaching and lead performance and talent management initiatives.
- Managed organizational development projects including Talent Management System implementation; created and executed a customized performance management program for sales and all leadership training initiatives.
- Coached Managers and Executive Management for development using 360-degree assessments such as Skillscope and Voices; achieved a 50% success rate in implementing development plans.
- Launched a variety of Programs and Train-the-Trainer initiatives; designed and delivered ADDIE learning programs synchronously, asynchronously, and face-to-face.
- Assessed effectiveness of learning program using Kirkpatrick's level 3 evaluation methodology; spearheaded learning initiatives to drive business results, achieve strategic business plans, and transform/grow company.
- Developed and integrated employee competency models into performance management system using Lominger competencies.
- Experienced program presenter and facilitator of large groups, made up of regional leaders, ranging in size from fifty (50) to 300; integrated L&D component and crafted and prepared Executive involvement.

## PROFESSIONAL EXPERIENCE (CONTINUED)

**Selected Accomplishments:**

- Recipient, Book of Distinction Award for demonstrating team work and delivering extraordinary results, 2011.
- President's Award Winner, 2011; developed strong partnerships and delivered solutions to meet business needs.
- Conceptualized and implemented a performance management program for sales; increased goal achievement for all associates by 20%, 2010.
- Designed, managed, and delivered a customized, seven (7) month, leadership development program for high-performing leaders as well as subsequent higher-level programs, engaging senior leaders in the design; resulted in a 5% increase in retention of key roles, a 40% increase in career advancement for participants, promotions for 20% of program participants, increased satisfaction on employee engagement surveys, and contributed to a 5% decrease in turnover of key leadership roles, 2009 and 2010.
- Managed vendor relationships and customized vendor solutions to align to performance needs of business.

**ABC Company**

Any Town, USA

Mar. 2007 - Dec. 2007

*Learning Consultant*

Managed and developed the corporate leadership development programs for a global manufacturing company with 14,000 employees serving the infrastructure, automotive, and a variety of industrial sectors.

- Partnered with business leaders to assess the performance gaps of new leaders; determined a pilot program to develop the key leadership behaviors which was delivered on time to global locations.
- Managed an entry-level leadership program facilitated by field HR; invented new channels to communicate critical information to all global field trainers.
- Facilitated leadership development and performance management courses which earned positive responses; follow up observations showed performance needs were met and/or exceeded.

**ABC Company**

Any Town, USA

May. 2001 - Mar. 2007

*Learning & Development Consultant (Virtual) (May 2004 - Mar. 2007)*

Directed the implementation and management of all training initiatives to over 10K employees worldwide for a leading Human Resources Outsourcing Company providing a broad-range of HR services to various global 500 corporations.

- Managed the process to pilot new, enterprise-wide training programs; determined readiness of the program, consulted with the design team on the final phase of development, and established the corporate roll-out strategy; achieved 100% on-time and effective integration of all pilot programs.
- Managed vendor relationships to purchase and customize training and materials; saved \$250K, 2004 -2007.
- Collaborated with internal SMEs to develop and implement a six (6) week Customer Service Academy; resulted in an increase in morale and a reduction of approximately \$150K in staffing fees, 2006.
- Provided training to managers in global locations using performance management support tools to review talent pool and assess performance; resulted in a 15% increase in use of aforementioned self-service tools, 2005.
- Designed and implemented a virtual, new hire curriculum that removed all travel costs associated with every employee hired in a remote location (represented approximately 15% of the new hire population), 2004 - 2005.
- Provided performance evaluation and coaching to global SMEs and trainers on effective facilitation skills for classroom, virtual, and blended learning to improve facilitation experience.
- Implemented diversity and leadership processes and training within the Southeast region; seamlessly integrated new programs into the business and surfaced as a respected coach, 2006.

*Learning & Development Specialist (May 2001 - May 2004)*

- Supported the director of Organizational Development to develop and implement a yearly leadership program with a blended delivery strategy to develop talent for the succession planning pipeline; resulted in a robust internal pipeline of talent reducing expenditures on external sourcing, 2002-2004.
- Designed, launched, and delivered a global blended performance management program, 2003.
- Provided performance consulting; designed training solutions to support 2500 global employees.
- Assisted with organizational assessments, alignment, and change during company global expansion; spearheaded the training and implemented that planning on a "go forward" basis.
- Facilitated new hire, change management, communications, and HR compliance to all levels of employees.
- Developed enterprise-wide, blended leadership, and OD solutions that aligned with strategic goals.
- Created and developed process and application training for over 200 internal employees and client learners within a six (6) week timeframe; met all project goals, budgets, and timelines, 2001.

## TECHNICAL ADDENDUM

- Microsoft Office ▪ WebEx Training Center ▪ Captivate ▪ Camtasia ▪ Audacity
- Various Other Image & Video Editing Software