

- ✓ Creative Learning Professional: expert in instructional strategy, design, facilitation and assessment.
- ✓ People/Project Manager: stakeholder support, team mentoring, communication and vendor management.
- ✓ Customer Needs Focused: partner in requirement & value analysis towards realizing desired outcomes.
- ✓ History of Success: in program implementations. KPI and outcome-driven design approach.
- ✓ Hands-on Leader: roll up the sleeves and on the ground through all phases of program implementations.

Work Experience

- 12/15 – Present ***Learning & Development Consultant, Owner*** Bridgewater, NJ
CROW, Organizational Learning & Development
Private Learning Consultant, providing L&D & Change Management strategy and support in the health care, technology and communications sectors. Customized approach to identifying Business Needs and Outcome Analysis, followed by comprehensive program planning including: Instructional Strategy & Design, Curriculum & Content Development, Facilitation/Instructor Training and Program Assessment.
- 9/15 – 2/16 ***Senior Manager, Instructional Design Strategy & Systems Change*** New York, NY
Johnson & Johnson: Global Strategic Design Office
- Learning & Development SME on numerous service-design and systems change initiatives, leveraged Design Thinking to identify business opportunities and reframe legacy barriers to success.
 - Launched new service initiatives and established long-term consultative internal partnerships.
 - Managed project budget and team of designers and vendors implementing multiple innovation programs customized to identify new market opportunities and leverage existing resources.
- 5/13 – 9/15 ***Senior Manager/Learning Consultant*** Columbus, OH
UnitedHealth Group: OPTUM Basking Ridge, NJ
Strategic lead for two highly visible healthcare learning programs, focused on Clinical Care Management and Healthcare Technology across multiple business units within global organization. Own the strategy and execution of all phases of the instructional design and learning facilitation of foundational and advanced training, designed to develop expert competency in use of technologies and best practices.
- Led clinical training & instructional strategy for Behavioral Health Clinical Learning Team. Authored and delivered new technology and procedures training rollout to internal clinical and support staff and leadership for first-of-its-kind, state-wide program for all new hires.
 - Designed & Delivered comprehensive Managed Care curriculum for Field Care & Utilization teams, serving Medicaid, Medicare and Dual-Eligible High-Risk/Co-morbid members. Focused on technology and clinical skill integration and Care Management competencies
 - Designed and delivered healthcare technology boot camp: a four-module, blended learning curriculum designed to develop competencies across the IT spectrum. Built project-based summative “real-world scenarios” into each phase of curriculum to measure competencies. Managed team of six rotating trainers utilized to support various phases of multi-module training.
 - Partnered with stakeholders to determine project scope; front-end analysis, identify needs and audience knowledge; identify resources; target desired outcomes; and develop performance metrics.
- 8/12 – 4/13 ***Manager: Instructional Design & Training*** Los Angeles, CA
UCLA Extension, Office of Instructional Enhancement
- Lead instructional and curriculum design, and instructor training of nationally recognized, mobile learning program in partnership with Silicon Valley Start-Up. Featured 13 masters-level professional certification programs, including 100+ courses and practicum.
 - Produced professional interactive training films and overhauled Instructor Training Program.
 - Managed full-time staff in course design, development and editing process; designed and directed all training of Subject Matter Professionals in role as online instructors for respective courses.

Work Experience

- 9/08 – 8/12 ***Application Training Specialist*** Los Angeles, CA
Manatt, Phelps & Phillips, LLP
- Served as SME on cross-departmental skill-development learning initiative. Designed and developed project-based learning modules, resulting in measured improvement in work product.
 - Designed, developed and implemented e-filing procedures simulation job aid for practice support.
 - Trained internal staff on optimized use of advanced MS Office and legal software functions.
- 12/06 – 6/08 ***Manager, Presentations & Training*** Los Angeles, CA
Bear Stearns & Co, Inc.
- Developed instructional guidelines and trained officers & staff in use of native and customized software applications and provided full design support in both Technology and Creative Services.
 - Partnered with senior managers & SMEs on development, authoring and layout of informative content targeting project-specific clients.
- 1/00 – 11/06 ***Training & Presentations Consultant / Principal*** Los Angeles, CA
JrK Productions
- Principal/Owner of Learning Consulting Agency
 - Partnered with executives & SMEs in corporate, boutique, and non-profit organizations in content development to meet unique project and audience needs.
 - Implemented industry best practices. Designed training materials from inception to completion.
 - Designed comprehensive surveys based on front-end analyses, identified target audiences, developed prototypes and implement web-based delivery and data collection.
 - Authored and facilitated improvisational simulated training programs focused on customer, patient and staff interactions for healthcare professionals, managers, and support staff.
 - Coached managers & sales team through interactive skill-building exercises. Applied adult learning principles, such as peer feedback and problem-solving, to identify and overcome challenges.
- 1997-2006 ***Actor/Writer/Producer*** Los Angeles & New York

EDUCATION

- Master of Arts, Education: Learning Design & Technology** San Diego State University, San Diego, CA
Bachelor of Arts, Political Science/English Syracuse University, Syracuse, NY

Subject Matter Instructional Design & Strategy, Needs & Outcome Analysis, Training Facilitation, Leadership
Expertise and Development, Change Management, Project Management, Program Metrics & Evaluation, Curriculum
Competencies: Development, Simulation Design, Mentoring, Coaching, Public Speaking, Creative & Technical Writing

Application Articulate, Storyline, Captivate, Adobe Connect, WebEx, Skype, Acrobat, Photoshop, Dreamweaver,
Expertise: Premier, InDesign, Soundbooth, Illustrator; Captiva, MS Office2007-365: Word, PowerPoint Excel, Outlook, SharePoint, Access, Visio; iManage, LMS(s), HTML, SQL.

Affiliations: **ATD:** Association for Talent and Development (formerly ASTD)
AECT: Association for Educational Communications and Technology (Curricula Committee: 3 years)
SAG-AFTRA: Screen Actors Guild/American Federation of Television & Radio Artists

Former DirecTV, SONY PlayStation, Disney, E! Entertainment, Warner Brothers, AMGEN, Long Beach Medical
Private Center, MedSN, Alert Medical Marketing, San Diego History Center, Lieberman Research Worldwide,
Clients: Growthink, Starfish Ventures, CAST Management, Kovel/Fuller, Dailey & Assocs., Israel21c, numerous
Financial Institutions