- ✓ Creative Learning Leader: Expert in strategy, design, facilitation, and evaluation of programs designed to scale.
- ✓ People/Project Manager: Stakeholder support, team mentoring, communications, and vendor management.
- ✓ Customer Needs Focused: Partner in requirement & value analysis towards realizing metrics and desired outcomes.
- ✓ History of Success in program implementations. Outcome and analysis-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 Director/Principal CROW, Organizational Learning & Development

Regional

Learning & Development, Content Development, Training & Change Management consulting service, support and strategies for a variety industries and organizational models in the health care, technology, finance, legal, insurance, consumer products and communications sectors.

- Customized approach to business needs and targeted outcome analysis towards developing comprehensive learning, training and change implementation programs designed to align with business goals.
- Full-cycle development and delivery focused on uncovering underlying values, discovering, and leveraging under-used assets and identifying new opportunities.
- Services include Instructional Design, Curriculum & Content Development, E-learning Design and Development and Full Program Delivery including Facilitated Training, Participant Coordination, Project & Communication Planning, Vendor Management and Program Impact Evaluations.

Clients have included: OPTUM; UnitedHealth Group; National Grid; Brightstar Capital; Wilentz, Goldman & Spitzer; CIC-Health; PDQ Communications; Contech-IT; Village Supermarkets, Sana Health, etc.

6/19 – 4/21 Learning & Organizational Development Lead Eversource Energy

Greater Boston

Contract Position

- Manage and execute Training Design and Implementation of Learning & Development Programs
 for complex, multi-digital system migrations for multi-state energy company both across enterprise
 and for targeted business units.
- Work closely with Project Owner, Project Manager, SME, and Change Management Team to
 identify ideal outcomes and establish learning objectives. Build working relationship with stake
 holders with feet on the ground to ensure content and delivery meet needs of targeted audience.
- Lead design team on project plan and execution of blended learning content: development, vetting, testing, and QA.
- Partner to ensure the delivery of Train-the-Trainer is consistent and in alignment with business objectives regarding quality, content, and support. Mastered multiple industry applications, including Cascade, Maximo, ClickSchedule, ClickMobile, etc.

9/15 – 2/16 Senior Manager, Instructional Design Strategy & Systems Change Johnson & Johnson: Global Strategic Design Office

New York, NY

Represent Insights and Experience Strategy team on service-design initiatives, leveraging design thinking and instructional design strategies to identify opportunities, problem solve and develop innovative solutions both externally and across the J&J enterprise.

- 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.

Work Experience

5/13 – 9/15 Senior Manager/Learning Consultant UnitedHealth Group: OPTUM

Columbus, OH Basking Ridge, NJ

Strategic Lead for two unique and highly visible healthcare learning programs, focused on Clinical Care Management and Healthcare Technology respectively, across multiple business units within global, matrixed organization. Owned strategy and full execution of all phases of the instructional design, content, and e-learning development, and learning facilitation of both foundational and advanced training designed to develop expert competency in clinical, organizational and technology use and best practices.

- Designed & Delivered comprehensive Managed Care curriculum for Field Care & Utilization Management teams, serving Medicaid, Medicare, and Dual-Eligible High-Risk/Co-morbid members. Focused on technology and clinical skill integration and Care Management competencies.
- Led Clinical Training & Instructional Strategy for Behavioral Health unit, comprised of MDs, RNs, MSWs and Psy.Ds. Authored and delivered technology and procedures training rollout to clinical leadership and support staff and for first-of-its-kind, state-wide program.
- 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.
- 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

- Led 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.

9/08 – 8/12 Application Training Specialist Manatt, Phelps & Phillips, LLP

Los Angeles, CA

- 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.
- Consistently recognized for outstanding performance and initiative.

12/06 – 6/08 Manager, Presentations & Training Bear Stearns & Co, Inc.

Los Angeles, CA

- 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 JrK Productions

Los Angeles, CA

- Partnered with executives & SMEs in corporate, boutique, and non-profit organizations in content development to meet unique project and audience needs.
- Authored and facilitated improvisational simulated training programs focused on customer, patient and staff interactions for healthcare professionals, managers, and support staff.

1997-2006 Actor/Writer/Producer

Los Angeles & New York

EDUCATION

Master's Degree: Education: Instructional Design & Technology

San Diego State University, San Diego, CA

Bachelor's Degree: Political Science, English

Syracuse University, Syracuse, NY

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

Application Articulate, Storyline, Captivate, Adobe Connect, MS Teams, WebEx, Skype, Acrobat, Photoshop,

Expertise: Dreamweaver, Premier, InDesign, Soundbooth, Illustrator; Captiva, MS Office: PowerPoint, Word, Excel,

SharePoint, Access, Visio; HTML, SQL, Learning Management Systems

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