

## Summary

Results-driven professional known for creative problem-solving and strategic planning. Recognized by peers as a strong leader and essential business partner. A risk-taker with extensive experience in management, written and verbal communications, and change management. Strengths include:

- Project Management
  - Change Management Methodology
  - Organizational Design
  - Internal Communications Design
  - Process Improvement
  - Facilitation
  - Public Relations
  - Executive Coaching
  - Instructional Design
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## Professional Experience

**Pharmacy  
Systems, Inc.**  
2009 – Present

### Director, Training and Development

Responsible for the overall strategy, management and direction of the training function for the organization. Which includes:

*Pharmacy Systems, Inc. provides hospital pharmacy consulting and management services within an 8 state region.*

- Selection, installation, and management of a learning management system
  - Development of role-based training curriculum for pharmacy directors, staff pharmacists and technicians
  - Development of leadership and account management training for senior operations directors
  - Executive coaching
  - Development of client-based newsletters and communications
  - SharePoint and Intranet site development
  - Event planning and coordination
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**The Abreon  
Group**  
2005 - 2009

### Engagement Manager

Thought leader and consultant in organizational change management (education, communications, leadership alignment and organizational design) for multiple Fortune 100 organizations.

### Short Term Assignments

- Created communications and training strategy and materials (facilitator/participant guides, job aids) for a shopper-based-design initiative for a global consumer products company.
- Developed and executed a compliance education survey that was administered to executive leadership team for a coatings and special products company.
- Developed an organizational change methodology and strategic plan for a global shipping and logistics management organization for their IT and project management divisions.
- Lead the creation of a “learning culture” strategy and mantra for the learning and development organization of a large, San Francisco-based clothing retailer.

### Long Term Assignments

#### **Cardinal Health, Inc. – Human Resources Change Management Project Organizational Change Project Lead (4 months)**

Responsible for organizational change strategy planning, curriculum design and project management which included:

- Developing elearning 3.0 prototype that utilized state-of-the-art elearning technologies and concepts, including the use of avatars and 3D animation.
- Developing comprehensive blended-learning curriculum to educate and inform employees about new HR self-service philosophy and talent management initiatives.
- Managing a team of instructional designers and elearning developers to ensure project was completed on time and within budget.

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## Professional Experience, Cont.

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**The Abreon  
Group, cont.**

### **Long Term Assignments, Continued**

#### **Limited Brands and Victoria's Secret – Technology Implementation**

##### **Training Delivery Lead (12 months)**

Responsible for role mapping, training delivery and logistics for a large-scale IT implementation for merchandise planning and allocation and operations associates. This included:

- Managing training delivery and logistics for over 300 course offerings and 500 internationally-dispersed associates.
- Developing and delivering all training communications.
- Role mapping associates to appropriate security roles and training curricula.
- Managing the registration and scheduling of 500 associates via Sum Total's Learning Management System.

##### **Training Project Lead (14 months)**

Responsible for designing and implementing change management methodologies and learning strategies for the Direct Customer Marketing workstream, this included:

- Developing and managing elearning, classroom-based training, and the design of end-user reference materials to support the rollout and installation of six new internal systems.
- Creating internal communication strategies and tactical messages that support the change process.
- Consulting and coaching senior leadership on learning and communication methodologies in order to sustain and support the end-user adoption of the new tools and processes.

##### **Training Program Lead (14 months)**

Responsible for designing and implementing training methodologies and learning strategies at the program level, which included:

- Strategic and resource planning, logistics scheduling and project management of 9 technology-based projects.
- Managing the design of elearning, classroom-based training, and end-user reference materials to support the rollouts and installations of the new systems.
- Managing a team of training project leads, instructional designers and multiple subject-matter experts/trainers.

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**Huntington  
National Bank**  
2000 - 2005

### **Vice President, Retail Planning and Communications** **Vice President, Retail Training** **Vice President, Operations and Technology Training**

#### **Project and Team Management – Training and Communications**

Managed a 30 person training department with a budget in excess of \$2 million. Led the completion of the following projects:

- Multiple large-scale culture-shift and change management communications initiatives.
- 8 new system conversions and rollouts affecting 3000 associates which included designing classroom and technology-based training and internal communications materials.
- 7+ elearning courses introducing new products and internal process changes.
- Development of comprehensive sales, compliance and leadership training curricula.

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## Professional Experience, Cont.

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**Huntington  
National Bank,  
cont.**  
2000 - 2005

### **Strategic Business Planning**

Evaluated and assessed viability of all retail projects from inception to field rollout. Collaborated with various lines of business to plan key projects. Organized sales contests and promotions in conjunction with branding, product and business goals. These initiatives:

- Streamlined and prioritized retail projects, eliminating redundant and unprofitable initiatives.
- Formed cohesive partnerships between corporate, administrative and regional leadership to maximize effectiveness of retail programming.

### **Internal Communications Planning and Design**

Wrote and edited content for daily, weekly, monthly and quarterly communication vehicles, including newsletters, intranet sites and corporate videos. Determined content and tools for departmental intranet sites. Wrote surveys and assessments. Crafted senior executives speaking notes, PowerPoint presentations, and meeting summaries. Created detailed audience analysis matrices and communication project plans. These initiatives:

- Created multiple communication vehicles that allowed associates to locate and review key business information in many different formats.
- Provided a unified message to deliver pertinent business goals and information.
- Increased associates' access to job- and role-specific information.

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**Non-profit and  
Other  
Professional  
Experience**

*Manager, Training & Development, CoreComm, Inc. 1999 – 2000*  
*Manager, Sales & Product Training, CompuServe Network Services 1996 - 1999*  
*Instructional Designer, Cardinal Health, Inc. 1994 - 1996*  
*Resource Development Coordinator, Youth Service Bureau 1993- 1994*  
*Community Outreach Manager, Central Illinois Foodbank 1992 - 1993*  
*Events Coordinator, Big Brother/Big Sister of Sangamon County 1991 - 1992*

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## Education and Professional Certifications

### **University of Illinois – Springfield**

B.A. – Management 3.87/4.0 GPA

### **Langevin Learning Services Certifications**

- Training Director
- Training Generalist
- Instructional Designer

### **Wilson Learning**

- Facilitator, Social Styles and
- The Counselor-Salesperson Workshop