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Learning & Development Leader

**Training • Organizational Effectiveness • Performance Improvement • Sales Force Development**

**Business-focused HR professional,** a leader in delivering strategic learning solutions clearly linked to corporate goals for sustainable performance improvements. Headed training functions for some of the nation’s best-known companies in consumer goods and services; managed strategic enterprise-wide initiatives and millions of training dollars.

* **Influential change leader,** building consensus for innovative models, methodologies, and initiatives.
* **Partner with business leaders,** evaluating needs and determining solutions to drive business goals.
* **Expert in educational design and adult learning**—traditional, blended, and online solutions.

Experience

chef-master FOODS — Meal-Kit Division St. Louis, MO | 2019–2021

**Manager, Training and Development**

**Recruited to lead start-up training function** for new 500-employee division, formed through merger of 3 business-incubated concepts within Fortune 500 company. Spearheaded entire process: organizational needs assessment, strategy development, curriculum design and development, vendor selection, program delivery, and budget oversight.

* **Evolved initial strategy from training focus to performance focus.** Created a strategic learning and performance plan linked to business goals. Included a smart decision-making process to align capital investments with highest-value HR solutions.
* **Evaluated and quickly addressed skill gaps** of newly merged organizations.
* **Collaborated with sales leadership** on new customer-centric strategy to reduce competitive price pressures.
* Researched best-practice sales models and led a cross-functional team in selecting the model most adaptable to new customer-centric culture.
* Improved consistency and effectiveness of performance assessment and performance coaching.
* Launched Solutions Selling training curriculum that contributed to achieving 125% of sales goal in 2020.

NATIONAL INSURANCE St. Charles, MO | 2014–2019

**HR Senior Consultant/Performance Solutions Consultant**

**Provided strategically focused leadership** to training, performance, and human capital solutions organization-wide. Managed a team of 12 and held full accountability for HR learning and performance solutions, evaluation strategies, vendor management, and achievement of customer service benchmarks and specific program goals.

* **Partnered with senior leaders** organization-wide to identify opportunities to improve business performance.
* **Spearheaded top-to-bottom upgrade of National’s training organization,** delivering a best-practices model that made in-house training department the “vendor of choice” in a shared services environment.
* Improved customer satisfaction to 88% “completely satisfied”—a 9% increase in 1 year.
* Contributed to National being recognized as a top-50 training company by ASTD.
* Earned Chairman’s Award for exceptional contributions.
* **Led redesign of the company’s Leadership@Work website,** a key element in cross-functional project to improve the leadership development process enterprise-wide.
* **Overhauled Orientation to Management course,** foundational training program for all company managers.
* Added 11 training hours while cutting costs, eliminating overlaps, and boosting customer satisfaction.
* Introduced self-study, e-learning, and train-the-trainer components that eradicated year-long waitlist, reduced cycle time to train 4,000 managers nationwide, and allowed workshops to focus on skills practice.
* **Drove several key initiatives to improve learning and development for the field sales organization.**
* Responded quickly to CEO’s new, transformational business model requiring significant change for the field sales force. On an aggressive schedule, designed and rolled out new business model and technology training to entire agency sales force; then designed immediate learning and long-term performance development programs to build newly required competencies.
* Averted $100K re-training expense by analyzing agents’ use of technology, identifying root causes of most significant issues, and issuing easy-to-use troubleshooting guide.
* Invigorated sales of 4 most profitable product lines by designing highly targeted e-learning training modules for field agents.

procter & gamble — Paper Products Mehoopany, PA | 2010–2014

**Human Resources Administrator**

HR generalist role for regional facility of 2,800. Managed 6 direct staff, $1.5M annual budget, and multiple Human Resources functions: Training & Development, HR Policies, Community Relations, and Recruiting.

* **Reduced cost-to-hire 27%,** primarily through internal promotions fueled by launch of new training programs, including the facility’s first comprehensive Leadership Development Curriculum.
* **Cemented an innovative university partnership** to bring leading-edge best-practices training to the division.

Prior POSITIONS with P&G 2005–2010

**HR Associate | Training & Development Administrator | Manager Development Associate**

Education

**Bachelor of Science** in Education, The Pennsylvania State University, State College, PA 2005

**Recent Professional Development**

* Performance Assessment Tools and Techniques
* Measuring the Impact of Learning
* Advanced Instructional Design

Professional Distinction

* Columbia University, NY: Panel Participant on Performance Development
* International Society for Performance Improvement (ISPI): National Membership Committee
* American Society for Training and Development (ASTD): Conference Presenter, Article Author