

## VISIONARY CHIEF LEARNING OFFICER (CLO) / LEARNING AND DEVELOPMENT (L&D) OPERATIONS

### *Shaping the future of learning: Building award-winning programs that resonate on a global scale.*

Accomplished in spearheading transformative learning initiatives and elevating organizational education through innovative digital strategies. Proven track record of crafting engaging learning environments that drive operational excellence and foster employee empowerment. Thought leader and international road warrior known for delivering keynote speeches at conferences and trade shows for learning technology across NA, APAC, and EMEA regions. Successful in building and leading top-performing teams to achieve remarkable results.

<ul style="list-style-type: none"><li>✓ Transformed Dept into High-Performance Unit in &lt;12 Months.</li><li>✓ Achieved 80% Sales Success Rate with Innovative Strategies.</li><li>✓ Increased Content Development 775%+ in 2024.</li><li>✓ Won WebEx's Innovator of the Year Award.</li></ul>	<ul style="list-style-type: none"><li>✓ Opened \$80M in Sales Opportunities Through Consulting.</li><li>✓ Turned \$400K Loss into \$25K Profit Through Negotiations.</li><li>✓ Boosted User Activity by 129% YoY After LMS Overhaul.</li><li>✓ Elevated Training Consumption for 30K+ Employees by 50%.</li></ul>
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## CORE COMPETENCIES

Organizational Growth & Innovation | Digital Learning Strategies | Global Digital Transformations | Customized Training Solutions  
Employee Empowerment | Data-Driven Decision-Making | Continuous Learning Culture | Professional Development  
Contract Negotiation | Vendor Relations | Product Development | Key Performance Indicators (KPIs) | Strategic Planning  
Process Improvement & Automation | Performance Management & Optimization | Thought Leadership | Emerging Technologies  
Employee Engagement | Program Development & Management | Cross-Functional Team Leadership

## PROFESSIONAL EXPERIENCE

### ADP (Formerly WorkForce Software), Remote – Global

06/2023 to Present

#### Vice President, Learning and Development (L&D)

Develop and execute L&D department's vision, aligning initiatives with organizational goals to enhance overall performance. Spearhead innovative learning programs that educated customers and partners on how to use the product. Continually optimize operational efficiency by introducing new systems and processes. Manage \$2M profit and loss (P&L).



**Restructured team dynamics to eliminate silos and enhance communication.** Built high-performing team, recruiting top talent and providing mentorship. Empowered team to take ownership and innovate within their roles. Elevated team performance and morale by initiating "Good News Friday," a weekly communication that recognized team wins.

*Transformed poorly perceived department into a high-performance unit in <12 months by driving accountability and collaboration.*

- Turned \$400K loss in 2023 into \$25K profit in 2024, saving company training revenue through effective stakeholder negotiations.
- Boosted user activity by 129% year-over-year (YoY) after overhauling learning management system (LMS).
- Increased content development from 6 hours in 2023 to 47 hours in 2024 by improving process and development approach.

### SumTotal, Remote – Global

07/2015 to 02/2023

#### Senior Director, Global Business Strategy and Transformation

Empowered both internal sales teams and external clients by leading the planning and delivery of strategic consulting engagements. Streamlined communication with sales leadership to analyze trends and adapt strategies in competitive markets. Guided production of highly engaging online customer conferences. Mentored junior strategy and transformation leaders. Promoted from initial role of Director of Business Strategy and Transformation in FY'16.

*Partnered with Fortune 500 clients to identify and achieve learning objectives, leveraging technology, data, and analytics.*

- Opened \$80M in new sales opportunities by leveraging technology, data, and analytics for strategic consulting services.
- Attained 80% success rate in sales wins and 15% increase in average deal size through innovative sales strategies and mentoring.
- Attracted 500 participants with 90% engagement while producing single-day online customer conference.
- Increased inbound marketing qualified leads by 40% after updating industry talking points and product scripts.
- Presented as keynote speaker at global industry events, including Tech HR India, Beyond HR Forum, ATD, and CLO Symposium.
- Certified 40 solution architects after creating customized curriculum on high-impact sales strategies.
- Enabled organizations to measure their learning and talent digital maturity by spearheading development of Learning and Talent Maturity Framework Diagnostic Tool.

**Noble Energy**, Houston, TX

01/2014 to 04/2015

**Information Technology Training Manager**

Developed and delivered comprehensive training programs that enhanced workforce effectiveness and knowledge retention. Assessed business unit needs, crafting customized training plans to optimize performance and meet evolving organizational demands.

*Ensured consistent adherence to organizational training goals by implementing standardized content development protocols.*

- **Promoted user adoption of Oracle upgrades**, reducing transition friction by initiating new change management processes.
- **Significantly increased employee development resources** by integrating 500+ new Skillsoft online learning titles through Oracle Learning Management (OLM) system.

**Waste Management**, Houston, TX

02/2011 to 01/2014

**Manager, Learning Management Systems**

Optimized LMS through meticulous administrative oversight, enhancing user engagement and ensuring content accessibility for diverse workforce. Spearheaded implementation of new learning technology solutions, embedding them within existing programs and systems. Elevated learning objectives, refined training processes, and ensured development of highly skilled, safety-conscious workforce. Collaborated with cross-functional teams to integrate new features with third-party tools and secure vendor agreements.

*Significantly improved performance outcomes and employee satisfaction by introducing innovative technology solutions.*

- **Increased overall training consumption for 30K+ employees by 50%** with contextually relevant landing pages.
- **Exceeded participation goals by 20%** for college marketplace reimbursement program, supporting employees' higher education pursuits.
- **Enhanced user engagement and accessibility of educational content** by redesigning LMS, greatly benefiting diverse employee needs.
- **Drove workforce safety and proficiency gains** through the successful launch of training technology tailored for hands-on learning.
- **Piloted pioneering tactile training program** at new National Waste Management Driver Training Facility, featuring a 10-acre driver training course. Initiative set a new standard for training impacting 100+ weekly graduates.

**Insperity (Formerly Administaff)**, Kingwood, TX

05/2004 to 02/2011

**Manager, Performance Support Systems**

As Product Manager for the Online Learning Program, took full responsibility for all aspects of the initiative, including strategic vendor management, contract negotiations, and operational oversight. Coordinated user support efforts and implemented innovative marketing strategies to drive engagement. Designed comprehensive online training frameworks to meet a diverse range of employee learning needs.

*Transformed training methodologies, launching online and virtual instructor-led training programs for 100K+ employees.*

- **Engaged 1,500+ business advisors weekly** through the production of Sales Talk Radio.
- **Won WebEx's Innovator of the Year Award** by demonstrating enterprise-level virtual meeting integration.
- **Established company's first online learning platform**, eUniversity, in <12 months for 100K worksite employees.
- **Drove sales growth** by presenting educational offers as key differentiators in closing deals.
- **Ascended the ranks through increasingly responsible roles**, such as Project Manager, Application Manager, and Product Manager, prior to promotion to Manager of Performance Support Systems.

**EDUCATION:**

**Master's Certificate in Information Technology Project Management**, The George Washington University  
**Master of Education (MED) in Administration**, Plymouth State University, Plymouth, NH  
**Bachelor of Arts in Political Science**, Texas State University, San Marcos, TX

**CERTIFICATION:**

***CXO Transform***: Digital Business Transformation Management Certification; 5-Day Digital Business Transformation

**RECOGNITIONS:**

***WorkForce Software & SumTotal***: Club Qualifier (Corporate), ***SkillSoft***: Outstanding Contributor Award; ***Administaff***: Learning Leader of the Year; WebEx Innovator of the Year, Employee of the Quarter, Volunteer of the Month

**BOARDS:**

Executive Board Member (2008 to 2015) and Former Chairman (2013 to 2015), Humble ISD Education Foundation Board Member (2013), Lake Houston Area Chamber of Commerce

**TECH SKILLS:**

SumTotal, Skillsoft, Oracle, Cornerstone OnDemand, Salesforce, WebEx, Microsoft Teams