

Learning, Talent Development & Communications Leader

Goal-oriented and accomplished leader with extensive experience elevating organizational growth through strategic talent initiatives. Proven track record of designing and implementing innovative learning solutions to attain business goals, enhance employee performance, and foster a culture of continuous improvement. Recognized for scaling company size through M&As and IPO, creating robust leadership frameworks, and implementing diverse learning programs. Committed to integrating industry trends and best practices into organizational learning and people development strategies to stay ahead in a dynamic business environment.

Areas of Expertise

<ul style="list-style-type: none">• Strategic Talent Development• Career Philosophy Establishment• Comprehensive Program Leadership• Enterprise-wide Training Initiatives	<ul style="list-style-type: none">• Leadership Development• Mergers & Acquisitions• Learning Program Designing• Initial Public Offering (IPO)	<ul style="list-style-type: none">• Organizational Growth• Cross-functional Collaboration• Onboarding Program Redesigning• HR Business Partnership
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Professional Experience

Booster, Remote

2022 – 2024

Sr. Director of HR, Talent & Communications

Operate as HR Business Partner for 160 field operations and 20+ technology employees, contributing to four reductions in force, emphasizing change management and leadership programs. Lead dynamic talent acquisition strategy with team of 8, crafting internal and external communication strategies that reduced time to hire 10% and increased social media followership 2% MoM. Build and direct Internal Communications, managing Town Halls and newsletters.

- Pioneered development of leadership framework with defined competencies and levels, securing C-suite support.
 - Executed leadership programs for 60+ leaders and high-potential coaching initiatives for top performers that resulted in an average of 25% internal promotions each year.
 - Established and managed bi-weekly all-leadership meetings, providing 360-degree coaching for individual leaders.
 - Maintained company-wide attrition rate below 4% in 2023 or exhibited 12-month increase in engagement scores from 35 to 75.
- Initiated internal communications function, achieving remarkable 70%+ engagement in weekly huddles and 80%+ engagement in quarterly All Hands sessions.

Nylas, Remote

2021 – 2022

Learning & Development Manager

Led design and implementation of comprehensive learning and development programs as company's first Learning & Development Manager. Developed strategies for talent onboarding, skill enhancement, and career progression. Collaborated with cross-functional teams to ensure alignment with organizational goals.

- Established groundwork for manager development, onboarding, career growth, and engagement initiatives within rapidly expanding technology startup.
- Evaluated program effectiveness through metrics and feedback, continuously optimizing initiatives for maximum impact.

AvidXchange, Charlotte, NC

2016 – 2021

Director of Learning & Development

Implemented strategy and led execution of enterprise-wide talent development strategies, emphasizing leadership and career development, amid significant organizational growth from 300 to 1800+ employees through multiple M&As and an IPO. Formulated and

implemented coaching model integrated into leadership and teammate development programs, serving as leadership coach/partner to people leaders, senior leadership teams, high-potential teammates, and Talent Business Partners.

- Cultivated and sustained collaborative relationships with leadership across all levels, discerning business drivers and identifying learning priorities.
 - *Directed streamlined team of Learning and Development Specialists, overseeing needs analysis, solution recommendations, and the design/execution of targeted learning initiatives.*
- Crafted and executed strategy for performance management programs, including end-of-year and mid-year processes.
 - *Provided vital support to VP Talent Development in implementing Talent Planning process, offering training to Talent Partners and collaborating with Senior Leaders on essential activities.*
- Designed and executed extensive leadership development program encompassing competency building and structured development initiatives (Aspiring Leader, High-Potential, Frontline, Senior Leader, All Leaders), resulting in annual cultivation of 100+ proficient leaders.
- Developed a career development philosophy and introduced an extensive program and tool called "Bridge" to enhance employee development, learning, and engagement.
 - *This initiative led to a 0.7 improvement in Glassdoor ratings, with 86% of employees participating in monthly one-on-one sessions.*
 - *95% of employees documented their development goals, and 72% of employees chose self-directed learning, marking 30% increase from the pre-launch period.*

Lowe's Corporation, Charlotte, NC
Instructional Specialist

2014 – 2016

Fostered and managed collaborative relationships with Vendors, Merchandising, and Marketing teams to discern training opportunities, ensuring seamless cross-functional cooperation. Contributed to a committee that maintains and enhances learning processes and deliverable standards across the entire Learning & Development team.

- Conceptualized, crafted, and implemented training (sales skills, product knowledge, customer service, etc.) programs for store employees, incorporating e-learning modules, performance support tools, activity sheets, assessments, and in-aisle training initiatives.
- Orchestrated comprehensive redesign of store onboarding program for Appliance, Flooring, and Home Décor departments.
 - *Conducted thorough analysis of learning needs and spearheaded design and development of all learning materials, including eCourses, learning guides, and activity sheets.*

Additional Experience

Learning & Development Manager
Futurestep, Korn Ferry, Houston, TX

HR Administrator
Chipton-Ross, Inc, El Segundo, CA

Education

Doctor of Education in Learning, Design & Technology
University of Houston, Houston, TX

Master of Education in Education Psychology
University of Southern California, Los Angeles, CA

Bachelor of Arts in International Studies
Randolph-Macon College, Ashland, VA