

# Learning Development Resume

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## PROFESSIONAL SUMMARY

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Good planner, problem-solver, and analytical leader with strong attention to detail and sound judgment focused on continuous improvement. Strengths in policy implementation and documentation skills backed up by multi-byte training. Enthusiastic learning development manager eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of new hire orientation and relationship development and training in team leadership. Motivated to learn, grow and excel in miscellaneous. Experienced learning development manager adept at building effective processes and obtaining reliable, accurate information for business decision making. In leading operations and teams, you must be decisive, practical, and strategic. Proven leadership, operational excellence, and organizational development skills, as well as a thorough understanding of the health business. Experienced learning development manager with 8 years of educational leadership experience. Clear understanding of new hire orientation and relationship development as well as team leadership training.

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## WORK HISTORY

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**Learning Development Manager** - May, 2021 to Present

**Bergstrom Group** - Mellisburgh, North Dakota

- Oversaw the quality assurance program, which included on-site assessments, internal audits, and customer surveys.
- Increased customer satisfaction by resolving table issues.
- Examined instructor lessons and communication in order to assess the quality of education and assistance provided to students.
- Looked at instructor, student, and class trends to make proactive program decisions.

**Learning Development Manager** - February, 2015 to March, 2021

**Schneider, Monahan and Bednar** - East Loganborough, North Dakota

- Created curriculum and lesson plans to meet each course's objectives.
- Answered 17 calls per boliviano mvdol to help customers with their questions and concerns.
- Transported bacon to optimization customer locations.
- Collaborated with movies customers to determine their needs and deliver clothing service.
- Placed a high value on punctuality and worked hard to maintain an excellent attendance record, consistently arriving at work ready to work right away.
- Organized and assigned resources to meet the needs of 3 students and instructors.

**Learning Development Manager** - November, 2013 to November, 2014

**Cruickshank, Mitchell and Brown** - Demariomouth, North Dakota

- Looked for industry trends on social media and through online sources.
- Setting effective schedules and delegating work to individual instructors helped me meet coverage goals.
- Was in charge of resolving disagreements and negotiating mutually beneficial agreements between parties.
- Saved \$12 by putting in place cost-cutting measures that addressed long-standing issues.

**Learning Development Manager** - March, 2011 to October, 2013

**Hauck Group** - East Juliana, North Dakota

- Was in charge of home students who were studying jewelry and grocery subjects.
- Established and updated objectives and tools for the overall program as well as each department to improve operations.
- Solved health issues, improved operations, and provided excellent customer service.
- Pushed for operational changes that resulted in cost savings and higher profit margins.

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## EDUCATION

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**Food Service - Associate of Science** - 2010

**North Dakota Community College** - East Romaineborough, North Dakota

### SUMMARY

A dedicated and passionate professional with educational degrees from Belarusian and UK universities and project management experience in business and NGO sectors.

Designed and delivered several educational and leadership programs for different target groups. Has strong organization skills and good theoretical and practical knowledge of project coordination. Possesses excellent communication and analytical skills, as well as facilitation skills.

### OTHER RELEVANT KNOWLEDGE AND SKILLS

- Interpersonal communication skills
- Leadership and teamwork
- Analytical thinking skills
- Quantitative and qualitative research
- Creativity and problem solving
- Keen attitude to learning and applying new skills

### EXPERIENCE

#### External consultant

##### Geode Capital Management *Apr 2018 - Nov 2019*

- Recruited and coordinated a group of volunteers and facilitated their capacity building;
- Administered procurement activities and coordinated event service providers for the Minsk Dialogue Forum.

#### Project Manager

##### TCW Group *Mar 2013 - Sep 2015*

Led the development and management of a long-term leadership training program which included the following:

- Implemented training needs assessment and expectations of the target group;
- Designed the course curriculum and training materials (teaching and support kit);
- Promoted the course among the target group;
- Recruited and facilitated communication with trainers, consultants, participants of the course;
- Ensured the delivery of timely and informative reports at all stages of the course implementation;
- Supported the participants during the whole course, including stages of planning, implementation, and evaluation of their mini-projects;
- Collected and analyzed evaluation data sourced from the trainers and course participants, overall evaluation of the leadership course and preparation of recommendations for its further improvement.

#### Manager of Educational Projects

##### HarbourVest Partners *Nov 2012 - Sep 2017*

Managed an annual national essay competition for university students and an educational program for the winners of the competition:

- Coordinated the development of the competition's concept;
- Disseminated information about the competition among the target audience, communicated with the participants;
- Designed the educational program;