

# JESSICA CLAIRE

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## Summary

Dedicated, experienced and result oriented professional with proven track record in the field of talent management. A Leader with extensive experience in successfully orchestrating company-wide transformations, delivering exceptional customer and employee experiences, and creating highly-engaged cultures. A Leader committed to the engagement and development of the employees to achieve company goals, vision and values.

## Skills

- Performance Management
- Talent Reviews and Succession Planning
- New Hires Onboarding
- Human Resources Management Systems
- Mentoring Programs
- Project Management
- Change Management
- Curriculum Design, Presentation Development and Facilitation
- Leadership and Employee Development Program

## Experience

### Lead Talent Management Spec, 03/2016 to Current

Myhr Partner – Doylestown, PA

- Leading the performance management program -responsibilities include: designing a program that reflected current best practices; achieving a 95% completion rate for all performance management initiatives; developing change management strategies to successfully implement two performance management systems (Success Factors and Oracle Cloud) in less than two years; leading the initiative to revise organizational values and competencies to align more with a high performing culture.
- Leading succession planning and talent review program to enhance talent pipeline, to develop high potentials and retain our top talent- responsibilities include: defining talent criteria for succession planning; identifying high potentials through calibration meetings with leaders; and creating development plans and opportunities for high potentials.
- Redesigning the onboarding program for new hires to enhance their initial experience within the company. From redesigning the first day orientation program to establishing touchpoints activities at 30 and 60 days of employment.
- Implementing a leadership development program for Call Center leaders-responsibilities include: conducting needs assessment and identifying leadership development needs; partnering with top leadership to design the curriculum; developing the instructional design for six modules, creating training materials and facilitating instructor led sessions to more than 50 leaders.
- Implementing and coordinating mentoring program for Employee Resource Groups- responsibilities include: defining program objectives and parameters; selecting mentors and matching mentees with mentors; coordinating meeting schedule and achieving program's metrics.
- Leading the Employee Resource Group Presente for Latinx employee community.

### Assistant Director, Training and Development , 11/2014 to 03/2016

Myhr Partner – King Of Prussia, PA

- Project Lead for the all-agency request for Proposal (RFP) for organization development and professional training consulting services for \$6 million dollars to be awarded in contracts to external vendors.
- Managed the performance management program for the +1,500 employees. Key actions included: managing the entire performance cycle from goal setting to mid-year and annual reviews; designing and delivering learning experiences for the +200 managers on key program components; evaluating the effectiveness of the program and implementing changes as needed to refine it.

### Training and Development Manager, 03/2011 to 11/2014

Tutor Perini Corporation – Sylmar, CA

- Designed, implemented and facilitated company-wide learning and development programs to enhance employee knowledge, engagement and performance. Programs included Onboarding for New Hires, Engineer Development Program and a Management Development Program.
- Developed, implemented and managed the performance management program. Actions included: identifying and defining the competencies critical to business success; designing and implementing the performance management program; launching the performance management system Taleo to automate and support our process; and educating leaders and employees to achieve program effectiveness.

### Training and Development Manager, 11/2009 to 10/2010

Open Mobile – City, STATE

- Hired to start up their sales training and development division.
- Directed strategic planning for the rollout of a new commercial system for the more than 400 retail sales associates enhancing the company's ability to adopt and use of the new technology. It involved working with the developers in system requirements, testing and validating final product. It involved developing the curriculum for the 4-day training program, designing training materials, identifying trainers to conduct the instructor-led courses and developing the logistics to deploy the training without affecting the retail operations; establishing change management strategies to ease deployment; and provided ongoing support after implementation.
- Designed and implemented the new hire orientation program that graduated an average of 40 sales new hires per month.

### Senior Training Manager, 03/1997 to 11/2009

Centennial De PR – City, STATE

- Pioneered the Centennial University Program by creating and implementing a sales training strategy for new and existing sales representatives in retail and business markets. Achieved 95% participation rate in all courses and graduated 211 new hires during first year of the program implementation.
- Assisted the Marketing, HR, Finance, IT and Operations Departments in launching their new products and services by developing all training initiatives needed to transfer knowledge to all employees.
- Honored with the President's Club Awards in 2007 and 2008 as recognition for top performance.
- Planned and led training programs on staff development to enhance employee knowledge, engagement, satisfaction and performance.
- Managed training yearly calendar including setting course plans, training spaces and department rotations.

## Education and Training

### Bachelor of Science: Business Administration, 05/1992

University of Delaware - Newark, DE

## Certifications

Change Management Professional-Acuity Institute

Certificate Foundations of Learning Experience Design- NovoED

Career Planning and Talent Certificate- ASTD

Leadership Program, Dale Carnegie

Six Sigma Black Belt – GPS Consulting & Centennial

Six Sigma Green Belt- GPS Consulting & Centennial