

# Helen Duerson

Training Consultant

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NH 03301

## Education

### Master of Education in Training and Development at University of New Hampshire, Durham, NH

Aug 2014 - May 2018

Relevant Coursework:

Curriculum Design, Instructional  
Strategies, Adult Learning  
Theory, Organizational  
Development, Performance  
Assessment, E-Learning  
Technologies, Program  
Evaluation, and Human Resource  
Management.

## Links

[linkedin.com/in/helenduerson](https://www.linkedin.com/in/helenduerson)

## Skills

Instructional Design

ELearning Development

Adobe Captivate

Articulate Storyline

Learning Management Systems  
(LMS)

SCORM Compliance

Gamification Strategies

## Languages

English

Hindi

## Profile

Training Consultant with 5 years of experience in designing, delivering, and evaluating effective training programs across various industries. Proficient in conducting needs assessments, developing customized learning solutions, and leveraging technology to enhance learning outcomes. Adept at collaborating with stakeholders to align training objectives with organizational goals, driving employee performance, and fostering continuous professional development. Demonstrated success in facilitating engaging workshops, coaching individuals, and optimizing training processes for maximum efficiency and impact.

## Employment History

### Senior Training Consultant at Training Wheels, Inc., NH

May 2023 - Present

- Developed and implemented a comprehensive training program for over 500 employees, resulting in a 35% increase in overall productivity and a 25% reduction in onboarding time.
- Successfully managed a team of 10 training consultants to deliver high-quality training sessions across various departments, achieving a 95% satisfaction rate from participants and managers.
- Identified and addressed skill gaps in the workforce by conducting thorough needs assessments, leading to a 40% improvement in performance metrics and a 30% decrease in employee turnover.
- Spearheaded the integration of e-learning solutions into the company's training offerings, which led to a 50% reduction in training costs and increased accessibility for remote employees.

### Training Consultant at The Training Associates, NH

Sep 2018 - Mar 2023

- Successfully designed and implemented a comprehensive training program for over 150 employees, resulting in a 35% increase in overall productivity and a 25% reduction in employee turnover within the first year.
- Spearheaded the development and execution of a customized learning management system (LMS), which streamlined training processes and improved training completion rates by 40% for 200+ users.
- Collaborated with cross-functional teams to identify skills gaps and develop targeted training solutions, leading to a 30% improvement in performance metrics for 100+ employees in key areas such as sales, customer service, and operations.
- Facilitated over 50 interactive workshops and seminars, leading to an average participant satisfaction rating of 4.7 out of 5 and consistently receiving positive feedback on the effectiveness and relevance of the training content.

## Certificates

### Certified Professional in Training Management (CPTM)

Nov 2021

### Certified Performance Consultant (CPC)

Jun 2020