**Pamela A. Adam**

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**Learning and Development Business Partner**

Dynamic learning and development professional skilled in instructional design utilizing principles of adult learning theory. Influencer of partners at all levels, collaborating cross-functionally to design learning content. Project leader for local and network initiatives. Able to effectively navigate ambiguity and facilitate content developed by others and myself in both virtual and in-person settings.

**Professional Experience**

**Starbucks**

**York Roasting Plant & Distribution Center: *sr. learning specialist* (April 2017 – March 2023)**

**Global Growth & Concepts, Store Development: *sr. project manager, Learning & Development* (March 2023 – Present)**

* Develop and manage learning programs for the site and across the network applying adult learning theory with an agile approach to meet the needs of a fast-paced business environment. Learning programs include multiple-level leadership development, new leader orientation, change management, coaching, Inclusion Academy, new partner orientation, leader mentor program, Coffee Master program and facilitation and trainer certification program for plant on-the-job trainers.
* Create new and adapt existing classroom training materials into virtual delivery platforms, utilizing Adobe Connect, Adobe Captivate, Articulate Storyline 360, Rise 360, Microsoft Teams and video editing software.
* Lead the development process from initiation through completion, including management of scoping, scheduling, defining deliverables, review cycles, milestone and resource tracking and reporting with a focus on sustainment and strategic needs.
* Collaborate and communicate with cross-functional subject matter experts and business unit leaders across the site and network to design and develop instructional materials for both virtual and classroom settings, based on business need.
* Evaluate and analyze feedback and key metrics for learning programs and processes to measure their effectiveness in meeting business goals.
* Lead, collaborate on and support various network and global learning and development initiatives and project teams.
* Mentor learning professionals on facilitation techniques, basic instructional design and adult learning principles.
* Completed Facilitator Certification Workshop for DDI (Development Dimensions International). Certified to facilitate multiple DDI leadership development courses.
* Completed Everything DiSC Workplace Certification training. Certified to facilitate multiple Everything DiSC Workplace modules.

**Santander Bank, Reading, PA (2016 – 2017)**

***Card and Collections Analyst (Learning & Development), Collections Operations***

* Mentored department trainers on facilitation skills and instructional design.
* Collaborated with subject matter experts to design and develop instructional materials for various training programs. Managed instructional design for Collections Operations training materials using Microsoft Word, Excel, PowerPoint, SharePoint, Adobe Captivate and intranet resources.
* Updated materials for collections operations training sessions. Managed, maintained, and updated all program instructional materials, including leader guides, participant guides, handouts, learning activities, and presentations to ensure accuracy, and enhance participant engagement.

**Diamond Credit Union, Pottstown, PA (2015 –2016)**

***Trainer***

* Content Specialist for various operational training programs. Managed, maintained and updated all program instructional materials to ensure accuracy, manage risk, and enhance participant engagement.
* Collaborated with subject matter experts to design and develop instructional materials for various training programs. Led instructional design of operational training materials using Microsoft Word, Excel, PowerPoint, Articulate Storyline 2 and intranet resources.
* Participated on multiple project teams tasked to reevaluate and reassign fee schedules, overdraft protection programs and new CRM (customer relationship management) system. Designed slide presentations, reference guides and WebEx presentations.
* Facilitated a wide variety of classroom training sessions including all branch training sessions and various Focus Performance Group sales, referral and coaching sessions (certified by Focus Performance president for all sessions).

**Susquehanna Bancshares, Inc., Mountville, PA (2011 – 2015)**

***Learning & Performance Specialist, Susquehanna’s Learning Institute for Excellence***

* Content Specialist for branch training programs. Managed, maintained, and updated all program instructional materials to ensure accuracy, manage risk, and enhance participant engagement.
* Facilitated a wide variety of classroom training sessions including, all branch training sessions, Excel training, various document/imaging program training sessions and webinars with other business units.
* Work with subject matter experts to design and develop instructional guides to support leadership development. Topics included Performance Management, Absenteeism and Tardiness, and Employee Commitment to Change.
* Participated on a project team tasked to develop curriculum for the School of Leadership. Lead instructional design for Coaching Employees at Susquehanna. Provided instructional design support for Managing and Leading at Susquehanna and Talent Selection.
* Participated on a project team to support the organization’s strategic priority to increase employee engagement.

**School District of Philadelphia, Philadelphia, PA (2009 – 2011)**

***Vocal Music Teacher***

* Vocal music curriculum development, management, and facilitation for students in grades 9-12 at two inner city high schools.
* Taught vocal music program and directed choir for students in grades K – 8.

**Education**

**Bachelor of Arts in Music,** Kutztown University, Kutztown, PA, Concentration: Piano

**Instructional Certification in Music Education** (Post-Baccalaureate), Kutztown University, Kutztown, PA, Concentration: Music Education, Pennsylvania Certified Grades K – 12

**References**

Available upon request.