**jerome@leadershipguild.com**

# GinaMaria Jerome

**LEARNING CONSULTANT**

**DRIVING RESULTS TO MEET TRAINING AND PROFESSIONAL DEVELOPMENT NEEDS**

Highly-qualified professional with key strengths in all areas of training and development from analysis, to design and development, to delivery and deployment. Extensive background in leadership and performance management training in healthcare, insurance, medical, pharmaceutical, customer service, government, consumer goods, mortgage, and financial services. Demonstrated ability to strategize training plans, create interactive curriculums, and design, develop, and deliver performance solutions. Self-motivator with excellent communication skills who fosters relationships with all levels of organizations.

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| * Leadership | * Strategic Development | * ILT and vILT |
| * Performance Improvement | * Micrcolearning | * Learner Journeys |
| * Design and Development | * Employee Engagement | * Facilitation |

#### Professional Experience

***The Leadership Guild, Learning Consultant*** *3/2007 to Present*

Produce world-class customized leadership and performance management training for the nation’s leading Fortune 500 companies. Recent projects include the following:

Analyzed, designed, and developed leadership and career-building curriculum for Abbott Labs (pharmaceutical) sales force.

* Analyzed and profiled multiple job roles by three levels: new to role, intermediate, and advanced.
* Created learner profiles and learner journeys for all levels to design the progressive learning structure for all three roles.
* Aligned training with 36 competencies to build personal effectiveness and leadership skills.
* Created blended learning curriculum with over 90 courses and progressive tiers as the salesperson advances in their career.
* Worked closely with the LMS group to create online, virtual, and synchronous and asynchronous learning delivered on multiple platforms, including mobile using Brainshark.

Designed, developed, and delivered leadership training for Celgene pharmaceutical company.

* Partnered with HR business leaders to analyze pain points, audience, and business needs.
* Incorporated strong soft skills training including Emotional Intelligence, situational leadership, communication, coaching, and feedback.
* Developed and participated in pilot training, which included presentations, facilitator guide, and leader workbook with role plays, feedback, engaging conversations, and peer mentorship.
* Delivered training to multiple high-potential leaders and received overall score of 9.6 out of 10.

Designed and developed management and performance training for Yale New Haven Healthcare.

* Conducted analysis with HR and business partners to design targeted training to improve leadership and performance management behaviors and skills.
* Produced extensive design document to ensure alignment with company goals and objectives.
* Designed and developed interactive ILT workshops: Managing for Excellence and Performance Feedback and Evaluation.
* Incorporated leadership values and standards on levels of care, patient-centered needs, accountability, trust, communication, and gravitas.
* Produced interactive training on coaching, feedback models for formal and informal feedback, and coaching conversations.

Designed and developed management training for new leaders at Cox Enterprises, a privately-held communications services company.

* Partnered remotely with client to develop instructor-led and virtual training for managers and supervisors in the communications industry.
* Created dynamic training materials with animated PowerPoint deck, informative instructor guide, and interactive participant workbook.
* Leveraged remote tools such as Dropbox and Zoom to facilitate development, monitor progress, and continually engage with client.

Developed succession planning training for Mars, Inc. (candy, pet care) to guide leaders on identifying and mentoring potential candidates in mission-critical leadership roles.

* Designed highly-interactive virtual training for Adobe Connect to align to existing strategies, and company mission, and vision.
* Produced video to introduce training and express leadership messaging for goals and outcomes.
* Created five engaging modules with real-world activities for a global audience in multiple countries to determine how to assess potential leadership candidates.

Developed interactive blended training for BP (oil and gas) for existing and high-potential managers.

* Conducted extensive analysis of training needs, audiences, topics, and business drivers.
* Worked with leadership, team leads, and subject matter experts (SMEs) to determine blended-learning solution based on company objectives, stakeholder analysis, and needs.
* Produced interactive training sessions for diverse international audience using blending learning for workshops, classroom delivery, and capstone case study for post training.
* Participated in pilot training, which included presentations, facilitator guide, and leader workbook with role plays, feedback, engaging conversations, and peer mentorship. Leadership session received the highest scores.

***GP Strategies, Learning Consultant*** *5/2014-Present*

Led training design and development between business leaders, training department, SMEs, and vendors for the development of leadership, manufacturing, wealth management, and compliance training.

Designed and developed employee development eLearning course for the nation’s leading submarine manufacturer.

* Created design document with interactive elements to ensure alignment with goals, objectives, and audience.
* Designed and developed eLearning script with branching to show real-world employee development situations and the outcomes.
* Produced training using standardized templates, design elements, and formats.
* Partnered with Media and Development to create eLearning and produce narration.
* Reviewed all content and provided ongoing feedback to Media, Development, and client leadership.

Led initiative to revise courses for new hires in mortgage retention on complex systems, government programs and regulations, and loan retention process.

* Create design and curriculum plans for blended learning underwriter courses to ensure accuracy and adherence to investor regulations.
* Managed the development between five lines of business, the vendor, and leadership.
* Designed assessments to determine pass rate, and evaluated program against Kirkpatrick Levels.

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* Designed assessments to determine pass rate, and evaluated program against Kirkpatrick Levels.
* Ensured content was delivered on time and exceeded customer expectations.

Analyzed, designed, and developed risk management training.

* Developed training for risk managers around risk management lifecycle models, policies, and procedures, and controls to mitigate risk.
* Outlined regulatory requirements based on policy, privacy, legal, and compliance.

***TEKsystems, Learning consultant*** *12/2014 to 3/2017*

Partnered with Fortune 500 clients to produce world-class customized training and performance improvement programs.

Designed, developed, and delivered facilitation program to expand Cisco’s highly-interactive global training for new employees to support hiring needs and increase talent retention.

* Conducted train-the-trainer sessions to teach non-facilitators facilitation skills, enabling them to deliver the NEO program with confidence and professionalism.
* Revised guides to provide facilitators with the tips, tools, and resources to provide an engaging experience for participants.
* Garnered leadership recognition for the training program, which resulted in required attendance for all new hires.

Led division initiative to improve onboarding for nationwide financial client to capture performance needs and design creative, innovative solutions to train information technology employees.

* Conducted discovery sessions with senior leadership, stakeholders, and technical teams to capture business needs, assess pain points, and determine gaps.
* Designed onboarding solutions including analysis report, curriculum maps, and training plans to improve efficiency and consistency of the new hire process.

***Fidelity Information Services, Project Lead/Instructional Designer*** *8/2005 to 8/2007*

Charged with designing training solutions to help call center technicians in multiple locations confidently troubleshoot technology products.

Coordinated centralization of multiple call centers to increase efficiency and reduce overhead.

* Met with senior leadership and team members to capture business needs.
* Designed content tasks analysis maps to assure training design encapsulated all tasks, functions, and systems that needed to be trained.
* Coordinated development and delivery of multiple system integrations to support call center centralization to reduce company overhead and increase revenues.

Volunteered to lead initiative to implement knowledge management system (KMS).

* Conducted needs analysis with senior leadership, technology, and SMEs, and team members to determine requirements and assess applicable business drivers.
* Created requests for proposal, evaluated vendors, and supervised implementation of KMS, which reduced call times and trouble ticket errors.
* Assessed the success of knowledge transfer and training effort to implement improvements and increase customer satisfaction and user adoption.

Designed and developed extensive training for NGS loan origination system.

* Met with multiple business, technical, and end-user teams to capture training requirements.
* Designed four-day ILT training for all roles including Order Entry, Doc Prep, Order Maintenance, Managed Funds, and Tools.
* Developed facilitator guides, participant guides, PPTs, and job aids for classroom training, system rollout, and post-training support.

#### Education, Certifications, and Associations

**Education**

* Bachelor of Journalism, The University of Texas at Austin
* CoachU Core Essentials Coaching Program

**Certifications**

* Certified NLP Practitioner
* LAB Profile Practitioner
* TILT365Practitioner
* DISC
* Certified Competent and Advanced Toastmaster

**Associations**

* Association for Talent Development
* Toastmasters International