

## **Keimari Diaz-Welborn**

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### **Sr Training Manager of Design**

Highly skilled in Business Process Improvement, Customer Satisfaction, Client Relations, Presentations, Team Building, Leadership, and Change Management. Proven success in providing customer service and troubleshooting clients' concerns. Bilingual (Spanish) operations professional who consistently bolsters business objectives.

### **Core Competencies**

Project Management | Project Planning (Agile) | Risk Management | Resource Coordination  
Process Improvement | Relationship Management | Team Building | Analytical | Critical Thinking | Team Management

### **Technical Skills**

WordPress | Vyond | Articulate 360 | Adobe Suite | Microsoft 365 | Agile Methodology | Design Thinking | ADDIE  
| Storyline | Camtasia | SharePoint/OneDrive

### **Professional Experience**

**AT&T, Orlando, FL**

**May 2022 - Dec 2023**

#### **Sr. Training Manager of Design/Project Manager**

Designed/developed training, eLearning modules, and instructor-led training for over 160,000+ employees, 231 million customers, and \$401 billion in assets.

- Implemented Agile Project Management principles for Learning & Development focused on communication, collaboration, and prototyping/iterations.
  - Instituted daily team stand-up and weekly client status meetings, ensuring awareness of process, status, and collaborating when necessary to keep the project on track.
  - Guided designers through design thinking sessions to work collaboratively with others for the best learning solution/product.
  - Set up working sessions between clients/designers to collaborate on content prototypes, eliminating unnecessary rework.
- Excelled as lead project manager and designer/developer, utilizing Agile project management and a global content strategy.
  - Led project/designed simulations, providing new hires with a realistic experience on systems used in production with a 13% increase in performance metrics.
  - Maintained records, reports, and data using MS Office products.
  - Using problem-solving skills to review, research, and manage concerns that arose from designers not having the necessary resources and removing those roadblocks promptly.
  - Managed quality and assurance of each storyboard to ensure the accuracy of the process flow and ensure documentation was thorough, with attention to the details each storyboard needed to possess.
  - Developed and implemented storyboard standards, guidelines, and procedures to improve the look and feel of 62 simulations created.
  - Conducted weekly meetings with designers as working sessions to develop ideas to elevate simulations, review the benefits of implementing them, and improve product quality.
- Reduced maintenance hours in 2022/2023.

- Achieved an additional 25% reduction in maintenance hours with all content in one WordPress site and only edited one global page.
- Instituted weekly team stand-up and weekly client status meetings, ensuring awareness of process and status and collaborating when necessary to keep maintenance requests on track.
- Created spreadsheets with all course components, timing, category, and locations to enable maintenance request completion within a bi-weekly timeframe.
- Maintained a catalog of over 7,000 images on how to utilize WordPress to enable a one-time replacement for a global image or link in all locations in all content.
- Mentored new team members as the tools and systems expert, enabling multiple members to be 100% productive within six weeks.

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**Sr. Training Manager of Design, Orlando, FL**

**October 2019 - May 2022**

Designed/developed training, eLearning modules, and instructor-led training for multiple business organizations, resulting in a 15% increase in employee satisfaction with training programs.

- Designed and developed content for multiple lines of business covering soft skills, hard skills, and technical systems.
- Collaborated with internal systems development team on project coordination, including the kickoff, needs assessment, planning, design thinking, and validation sessions.
- Drove innovation and emerging technologies to improve efficiency and enhance engagement.
- Maintained 26 WordPress templates for a team of 12 designers to develop consistent-looking content for all sales and distribution new hire courses.

**Sr. Training Manager of Delivery, Orlando, FL**

**May 2008 - October 2019**

Championed AT&T's efforts to attract, develop, mentor, and retain top talent by focusing on designing, developing, and implementing high-quality training programs and solutions to optimize performance management, leadership development, employee assessment, and succession planning.

- Onboarded new hire agents, completed I-9s, and reviewed the compensation portal to highlight the company's benefits.
- Managed new hire coaching, facilitation, and performance improvement processes.
- Facilitated face-to-face and virtual training, creating the presentation of content that was engaging and fun.
- Facilitated workshops covering systems enhancements, customer service soft skills, and leadership development.
- Provided one-on-one coaching for agent skills improvement.
- Analyzed and collected new hires' performance metrics to capture 30-, 60-, and 90-day results.
- Communicated with peer groups, working adaptively to solve scheduling conflicts, classroom, and any unforeseen situations.

**Education**

**Associate of Arts - AA, Liberal Arts**

Seminole State College, Sanford, FL

**Certifications**

Instructor Academy - Pillar 1 - 4

Agile PG/PM: Agile Development Strategic

Business Transformation Track