**Rodney Holder**

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**Training & Development Professional**

Capability Building 🞟 Lean Training Solutions 🞟 Material Development 🞟 Instructional Design

***Strengths & Distinctions:***

Public Speaking & Presentations 🞟 Channel 🞟 ATD Coursework 🞟 Association of Briefing Program coursework Adult Learner Strategies 🞟 Adobe Suite (Presenter, Captivate) 🞟 Leading Internal/External Teams Software & Hardware SME 🞟 Project Management 🞟 Sales & Marketing Techniques 🞟 Team Training Curriculum Development 🞟 SCRUM 🞟 JIRA

***Versatile and technologically proficient, leverages expertise to develop and execute practical solutions in sales & marketing, software & technologies documentation, and operations improvements.***

* Dedicated trainer who strives for continuous improvements, consistently develops and delivers engaging, high-quality projects and materials for assigned subject matter to maximize returns through lean training solutions.

*“I was simply ecstatic about the training that Rodney just delivered! Even more importantly, the agents loved it. They were thoroughly impressed with the inner workings of the Lenovo machines and now have a crystal clear picture of what makes a Lenovo tic. They all loved the notepads and handouts that Rodney shared with the group, but most certainly loved the training most.”*

**--Patrick C., NCO Joplin**

* Experienced with high-value programs and with incorporating instruction delivery, instructional design, and project management across multiple courses.

***Career Successes:***

**2016 to Present: North Carolina Department of Health and Human Services. North Carolina**

**Content Developer-Instructional Designer**

* Coordinate and deliver multiple complex training projects that incorporate learning & development campaigns for diverse employee roles and train-the-trainer initiatives to foster long-term organization success.
* Create training material and eLearning solutions in collaboration with various departments and managers to identify software functionality and develop sound, effective training solutions with the Training Lead, Applications Lead, and SMEs.

*“I am excited when I hear feedback like I got today about Rodney. Not surprisingly, feedback about Rodney is always the same: he gets everyone involved, no matter how big or small the room, and his presentation is a conversation, not a lecture.”*

**--Professional Accolade**

* + Develop and maintain templates and scripts, revising to meet the needs of adult learners.
* Utilize superior communication and relationship management expertise to instruct employees at all levels, from senior executives to administrative support, ensuring minimal disruption to work flows by managing scheduling and administration in accordance with organizational and individual needs.
  + Foster close working relationships with IT services to identify and align client needs with business goals, assessing technology opportunities to develop software training needs.
  + Expertly develop engaging and effective training programs that cater to varying skill levels, learning styles, and career tracks.
* Create templates, graphics, and audio/visual materials to foster student engagement for on-line training, interactive web-based training, facilitator-guided presentations, participant tests, job aids, and other supporting materials.

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**2016: Carolinas Healthcare System. North Carolina**

**EPIC Credentialed Trainer – ADT Prelude**

* Maximized individual and team proficiencies by incorporating various teaching strategies to address the various learning styles of cross-functional healthcare staff.
* Engaged users by developing and analyzing healthcare scenarios, translating scripts into intuitive software workflows.

**2005 to 2015: Lenovo. Morrisville, NC**

**Corporate Ambassador (2008 to 2015)**

* Engaged in extensive travel to conduct product training and customer briefings to Fortune 100 customers.
* Developed and delivered engaging and effective presentations that distinguished Lenovo’s product options in delivering client needs.
* Delivered success by engaging customers to assess operations, identify opportunities for improvement, and deliver consultative sales strategies while connecting C-Level IT managers with sales managers to close sales.

*“Lenovo is realizing amazing growth from Tech Data in client, server and TopSeller services, and I know that a sizeable part of that comes from the tireless efforts that Rodney puts out.”*

**Chris F. VP, North America, Lenovo**

* Collaborated with a team of senior ambassadors to redesign and launch the presentation methodology for delivering messages to partners and customers.
* Increased customer access by establishing a stronger presence in the marketplace and growing sales, serving as the team lead for all internal channel and social media activities and objectives.
* Delivered subject matter expertise in sales and marketing, serving key role as the expert in all aspects of product capabilities, sales strategies and operations.
* Drove industry presence and contact portfolio growth by networking throughout highly visible settings, including tradeshows and various venues offering extensive stakeholder exposure.
* Increased department access to channel customers by 200% through implementing an effective curriculum for presentations.
* Recognized as a highly visible brand ambassador in media interviews and demonstrations at major events as a result of developing and delivering conference keynotes, breakouts for sales teams, B2B sales and training presentations.
* Instrumental in achieving customer center KPIs of 275 briefings and 97% CSAT (in-house) and 200 event days, educating 10K students.

**Early Career:**

Public Sector Territory Sales: Lenovo. Morrisville, NC

Project Manager: Jack Morton Worldwide, Norwalk, CT

***Education:***

Bachelor of Arts (B.A.), Psychology | University of North Carolina, Chapel Hill, NC