

Tamishia McPherson

Young Professional

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876-580-9591



St. Catherine, Jamaica



Enthusiastic, dedicated and organized professional with experience in management training, leadership and professional development and project management. Highly adaptable with a commitment to ensuring all assigned tasks are completed logically and expediently. My goal is to utilize my skills in a dynamic organization and contribute to its success while developing myself personally and professionally. This opportunity will contribute to not only my growth but also the success of the organization I serve.

WORK EXPERIENCE

Manager, Leadership Development and Management Training

ibex

01/2022 – Present

Portmore, Jamaica

Tasks and Responsibilities

- Create overall strategy and roadmap to deliver on a robust Talent development agenda that is aligned with business needs.
- Evaluate, design and execute innovative and engaging approaches to learning.
- Lead the development of curricula for Leadership Development program(s) that are aligned with Company philosophy and Values.
- Partner with HR functions to build on gaps identified through the performance management processes and systems to drive high performance and engagement throughout the organization.
- Assess business challenges and implement organizational effectiveness strategies to address these challenges.
- Open employees' eyes to career possibilities by defining career paths. Work with the business and the HR team to create a career framework that showcases possible career paths and success stories of current employees.
- Develop, oversee and deliver live or virtual workshops on a variety of leadership development learning topics.

Instructional Design & eLearning Development

- Set direction and manage instructional design and development processes.
- Perform official reviews of online courses and other instructional materials and activities, regardless of modality, to recommend revisions that are in accordance with best practices or other standards and the expected learning outcomes.
- Maintain Project Log by adding, updating, and completing all entries that pertain to documentation assignments requiring Instructional Design or eLearning
- Coordinate instructional design projects from inception to completion
- Demonstrate effective time management skills by adhering to all schedules.
- Utilize instructional models and adult learning methods to design learning experiences that promote practice, retention, and application of new skills and knowledge

WORK EXPERIENCE Cont'd

Leadership Development Specialist

ibex

10/2019 – 01/2022

Portmore, Jamaica

Tasks and Responsibilities

- Support and sustain Management training initiatives within the site, both client and company sponsored
- Collaborate and administer leadership development processes that build the capability of operational leaders, high potentials, and other critical talents in the company leadership pipeline
- Build strong working relationships, gaining alignment and engagement with operations leaders and departments in support of leadership development initiatives
- Identify knowledge gaps & facilitate individual and group coaching sessions as needed to assist in professional growth and development of leadership and management knowledge processes & practices
- Lead and/or support awareness and education of career opportunities and development
- Develop and implement training and resources to support immediate business needs
- Partner with Operations, Training and WFM to understand and forecast the need for new Manager positions
- Organize, manage and facilitate new Manager on boarding
- Administrate and facilitate leadership programs and ongoing workshops to enhance existing leaders' knowledge and conduct individual coaching
- Assess effectiveness of training in terms of employee accomplishments and performance

Content Creator & eLearning Developer

- Understand and contribute to learning and development lifecycle to create effective learning packages from inception to evaluation
- Work with team and staff members to develop and design learning content including but not limited to eLearning modules, user guides, assessments and surveys
- Apply different adult learning styles in course design and development.
- Collect feedback for eLearning programs from different stakeholders and drive continuously improvement for content and delivery.
- Expert user of Microsoft PowerPoint, (especially animations and diagrams), Microsoft Word, Excel, Articulate, Adobe After Effects, Adobe Acrobat, Adobe Illustrator and Adobe Photoshop.
- Edit audio scripts, record audio and sync the audio to the eLearning course files
- Excellent attention to detail

WORK EXPERIENCE Cont'd

Change Leader & Operations Support

ibex

01/2019 – 10/2019

Portmore, Jamaica

Tasks and Responsibilities

- Train and equip managers with a unified management-coaching program for the client.
- Ensure a consistent approach to coaching and development for all levels in Management.
- Maintain accurate, current and consistent documentation of coaching sessions and other acceleration tactics for all management levels.
- Conduct triad and quad sessions with managers to ensure alignment with the goals set by the site and clients
- Partner with management to analyze data, apply critical thinking and make strategic decisions for goals
- Participate in client calls, visits, meetings, and joint calibration sessions.
- Ensure efficiency and overall accuracy of performance metrics.

Team Manager

ibex

02/2017 – 01/2019

Portmore, Jamaica

Tasks and Responsibilities

- Supporting, coaching, developing and supervising Agents
- Responsible for training, developing, and performance management
- Conduct performance appraisals
- Maintain accurate, current and consistent documentation on direct reports.
- Review productivity statistics on a daily basis and provide constructive feedback.
- Ensure training and development of direct reports.
- Successfully complete all client related training and continually update agents.
- Lead, guide and develop a high performing team by acting as coach and mentor to direct reports
- Conduct phone screens and skills assessments.

On-the-Job Training (OJT) Supervisor

StarTek Inc

2016 – 2017

Kingston, Jamaica

Tasks and Responsibilities

- Supervise New Hires during On-the-Job Training.
- Coach New Hires on their performances and development
- Maintain open line of communication between agents and support staff
- Complete reports, monitor and maintain the New Hires' KPIs
- Report to management on New Hires' performance

Technical Engagement Chat Specialist

StarTek Inc

2015 – 2016

Kingston, Jamaica

Tasks and Responsibilities

- Handled inbound chats and occasional phone calls
- Directed customers to relevant department and personnel.
- Provided technical support on hardware and software issues
- Provided updates on repairs
- De-escalate customer interactions when required

WORK EXPERIENCE Cont'd

Customer Care Agent

Digicel Jamaica Limited

2011 – 2015

Kingston, Jamaica

Tasks and Responsibilities

- Ensure great customer service is delivered to enhance the customer's experience in line with the company's customer experience objective.
- Ensure all customer experience targets are consistently met.
- Provide Information requested on products
- Troubleshoot, resolve and escalate inquiries and complaint

Leadership Team Captain

- Work in collaboration with my line manager to motivate, promote and direct operations of the agents in my group to meet KPIs
- Assist my line manager in planning and executing activities in order to develop staff personally and professionally
- Effectively communicate project expectations to group members and line manager

Understudy to Team Leader

- Improve Holistic Team Processes
- Administrative support to Team members and sub-group members
- Compile and analyze reports
- Maintain open line of communication between agents and direct line manager
- Participate in regular meetings & communicate with group members
- Monitor and maintain the Team's Key Performance Indicators
- Proactively assist with managing changes in the Team,
- Identify potential crises, and assist line manager in devising contingency plans

Assistant IT Instructor/Lab Technician

Lluidas Vale Vocational Training Centre

2011

Kingston, Jamaica

Tasks and Responsibilities

- Facilitating Lessons
- Data Entry and Secretarial Assistance
- Maintaining the lab and ensure all equipment are fully functional
- Designing and creating posters, flyers and prospectuses

EDUCATION

BSc. in Animation Production and Development
Faculty of Engineering and Computing (F.E.N.C.)
University of Technology, Jamaica
08/2018 – Present

Introduction to Project Management
Simplilearn
01/2022

Pre-University A' Level
St. Jago High School
09/2005 – 07/2007

High School Diploma
St. Jago High School
09/2000 – 07/2005

REFERENCES

Available upon request

SKILLS

- Computer Literate
- Microsoft Office
- Leadership
- Quick learner to computer systems
- Innovative
- Organized and detailed oriented
- Articulate 360 Suite
- Results driven
- Excellent project management skills
- Solid presentation and facilitation skills
- Collaborative
- Interpersonal skills
- Strategic thinker
- Creative
- Self-motivated
- Adobe Creative Suite
- Adaptive

INTERESTS

- Graphic Design
- Animation
- Video Editing
- Crochet
- Photography
- Volunteering
- Web Development
- Content Development