

# ALEXANDER LEE REDDY

---

Kansas City, Missouri, 64117 | 978-809-7621 | [alexreddy12@gmail.com](mailto:alexreddy12@gmail.com) | LinkedIn:  
<https://www.linkedin.com/alexreddy12> | Updated: 06/11/2023

## WORK EXPERIENCE

---

September 2022 –Present **Learner Leader, Oracle, Kansas City, MO (remote)**

Consulted with client leadership to develop site- and role-specific learning strategies and project plans to achieve targeted learning-enabled business outcomes. Led and executed single-site learning projects, including implementation of learning curriculum, identification of curriculum gaps, tracking learning milestones, communication to stakeholders and post-project evaluation. Proposed creative solutions to mitigate identified project risks and overcome barriers, partnering with project leadership as needed. Leveraged learning systems to monitor, analyze and report on key learning performance indicators and make recommendations for improvement. Built and maintained internal and external relationships and establish support for learning solutions. Directed on-site logistics for training events and other learning-related meetings.

### People Management Responsibilities:

Sought to understand disagreements, ensure all perspectives are heard and facilitate a plan for resolution. Delegated the work appropriately, provide clear expectations and follow up to ensure progress and overcome roadblocks. Identified associates and team priorities based on business direction and adjust when needed. Led by example and shared knowledge and experiences with associates and team. Created a respectful work environment for the team, created accountability and recognized accomplishments. Provided timely feedback to encourage success, ensure accountability and connect opportunities for associates' development. Identified the right talent to achieve the desired results. Promoted and built a diverse and cohesive team to accomplish objectives and align associates' skills to fill gaps.

February 2022 –June 2022 **Learning Development Specialist/Trainer, Archwell, Medford, MA (remote)**

Trained new hires to become effective loan processors, mortgage specialists, operations support specialists, and document coordinators. Trained students in mortgage knowledge, applicable technical skills involving Lakewood, Sagent, Electronic Document Management System, Docutech, Microsoft Teams, Microsoft Excel, FHA UI, KeyStone, Chrome River, Interaction Desktop, Interaction Scripter, and Learn Upon. Provided training on company procedures for processing FHA/VA streamline acquisition and conventional loans within call center operations/continuing education involving Inbound Queue, Outbound Queue, Conditional Approval, Exception Handlings, and Ops Support roles. Designed, updated, and reviewed training curriculum (including step by step guides, powerpoint presentations, expanded outlines, mock scenarios, supporting job aides) relevant to call center operations, assessed new hire behavioral performance, and provided job related coaching as necessary. Also oversee the Onshore Lending Ops Social as the coordinator where trainers and managers can learn new knowledge, new perspectives in a fun, safe, online environment.

October 2020 - February 2022 **Learning Development Specialist/Trainer, Freedom Mortgage, Medford, MA (remote)**

Trained new hires to become effective loan processors, mortgage specialists, operations support specialists, and document coordinators. Trained students in mortgage knowledge, applicable technical skills involving Lakewood, Sagent, Electronic Document Management System, Docutech, Microsoft Teams, Microsoft Excel, FHA UI, KeyStone, Chrome River, Interaction Desktop, Interaction Scripter, and Learn Upon. Provided training on company procedures for processing FHA/VA streamline acquisition and conventional loans within call center operations/continuing education involving Inbound Queue, Outbound Queue, Conditional Approval, Exception Handlings, and Ops Support roles. Designed, updated, and reviewed training curriculum (including step by step guides, powerpoint presentations, expanded outlines, mock scenarios, supporting job aides) relevant to call center operations, assessed new hire behavioral performance, and provided job related coaching as necessary.

June 2020 – Aug 2020 **Admissions Counselor, Shriver JCC, Job Corps, Mattapan, MA**

Recruited students, conducted motivational interviews, coordinated and facilitated information sessions to prospective students, conducted community outreach to businesses, schools, and non-profit organizations, assisted potential students through the application process to be admitted to WIOA programs. Enter applicant information into Oasis and PDCP through Citrix.

Nov. 2018 – March 2020 **Program Manager, American Red Cross, Lawrence, MA**

Met class fill goals for recruiting students, (brought in sales revenue of \$100,000 +). Utilized Salesforce and SharePoint for student leads, recruited and preserved external organizational relationships with agency partners for NAT job fairs in multiple communities, maintained NAT student records in SABA, Salesforce and physical copies onsite, conducted weekly NAT info session presentations with potential NAT students, administered NAT student evaluation tests and stored student survey responses on site.

June 2016 – Nov. 2018 **Senior Health and Safety Instructor/Trainer American Red Cross, Lawrence, MA**

Taught First Aid, CPR, AED and Basic Life Support classes and instructor classes to community and full-service clients, organized and maintained company equipment, submitted after action reports and relevant documentation on time, evaluated student knowledge and psychomotor skills. As an instructor trainer, trained student instructors to become effective First Aid, CPR, AED, and BLS Red Cross instructors. Also worked with the executive team of training and development as a subject matter expert to update training processes and learning objectives for the First Aid, CPR, and AED instructor manual.

Dec. 2015 – June 2016 **Security Officer G4S Security Solutions, North Reading, MA**

Completed interior and exterior patrols of facility, standardized quality customer service, responded to medical emergencies

Dec. 2014 – Nov. 2015 **Correctional Officer Federal Bureau of Prisons, Berlin, NH**

Oversaw inmates, conducted cell shake downs, administered alcohol and drug testing kits, verified institutional counts and census checks, enforced institutional rules

Nov. 2012 – Dec. 2014 **Security Officer AlliedBarton Security Services, Burlington, MA**

Accomplished interior and exterior patrols of facility, standardized quality customer service, responded to medical emergencies

## EDUCATION

---

December 2023- Education Specialist in Learning, Design, Technology, **University of Missouri**

August 2020- Certificate of Advanced Graduate Studies in Urban Justice & Sustainability, **Tufts University**

September 2017- Masters of Education in Curriculum and Instruction, **Gordon College**

May 2013- Bachelors of Science in Criminal Justice Administration **Salem State University**  
Dean's List, Alpha Phi Sigma Honor Society, Cum Laude Honors

