|  |  |  |
| --- | --- | --- |
|  | **Kristine Gregoire-Cope**  Columbia, MD 21044  Karegc73@gmail.com • 615-481-8968  LinkedIn URL |  |

**Director of Training and Education**

*Dedicated and highly-resourceful professional with strong knowledge of adult learning theory and 15+ years of experience providing high-level learning solutions and training with regards to various instructional courses.*

Experienced in developing content, designing training models, nurturing and supporting both students as well as teachers, resolving challenges by assembling appropriate resources, and instituting age appropriate curriculum. Strong track record in curriculum planning, classroom management, education policies, procedures and implementation of lesson plans to enhance student knowledge. Strong communication, verbal, writing, and interpersonal skills with the great ability to grow, sustain, and excel in a fast paced working environment. Analytical planner adept at identifying and isolating training challenges, as well as devising solutions to resolve issues and problems.

**Core Competencies:**

|  |  |
| --- | --- |
| * + Strategic Planning & Analysis   + Training & Development   + Risk Assessment & Mitigation   + Research & Development   + Curriculum Development | * + Policies & Procedures   + Backup and Recovery Strategies   + Problem Resolution / Troubleshooting   + Policy & Procedure Compliance   + Training Needs Assessment |

**Professional Experience**

WSSC Water, Burtonsville, MD

**Learning Specialist**, 2010 – Present

Offer training, guidance, and support to trainers with regards to utilization of online synchronous and asynchronous learning tools as well as best practices. Design and deliver a ‘Learning Together companywide model’ with curriculum. Assume accountability for managing resource for a New Normal Task Force for virtual training during Covid-19 Pandemic. Liaise with multiple SMEs to design innovative learning content. Set up immediate virtual and remote training sessions for staff members for temporary remote working.

*Key Contributions:*

* Leveraged superior leadership traits whilst delivering training to various company departments on the Learning Management System (LMS) Administrator.
* Spearheaded multiple on-going projects from initiation till completion within agreed time and budget.

Credible Behavioral Health Software, Rockville, MD

**Learning Architect**, 2019 – 2020

Managed the creation of live, online, and blended course content for the firm, which provides easy to use software for clinic, community, residential and mobile care providers. Acted as a LMS Administrator for both in-house and clients. Coordinated with SMEs to develop robust e-learning content whilst ensuring compliance with regulatory standards.

*Key Contributions:*

* Successfully designed and executed a nine-month company-wide ‘Customer Service Program’.
* Performed duties as a Project Manager, heading multiple simultaneous ongoing projects.

NewDay USA, Fulton, MD

**Instructional Courseware Developer**, 2015- 2019

Held responsibility for producing all online courses content and improving NMLS approved live course. Produced material for scaffolded “Character Driven Leadership” program. Created all content; synchronous, and asynchronous while working in close collaboration with multiple SMEs. Devised and updated in-house training materials and textbooks with changing laws. Prepared courses for Compliance, HR (Sexual Harassment, yearly Ethics), and IT (Security Awareness). Determined learning deficiencies and recommended solutions by assessing learning data.

*Key Contributions:*

* Contributed efforts towards organizing eLearning content in one location and ensuring unlimited access to eLearning materials by implementing new LMS.
* Recognized as an LMS Administrator and Trainer, creating a company-wide “Train the Trainer Program” for both senior leaders and rising managers.
* Planned a NewDay Customer Service Secret Service Summit trip in conjunction with The John Dijulius Group.

Prince William County Schools, VA

**Instructional Technology Coach Porter Traditional School**, 2015 – 2016

Provided instructional technology leadership to both students and teachers from different schools. Outlined technology training in school buildings. Organized and managed staff development initiatives for school administration, instructional and support staff. Facilitated co-ordination with the teachers to plan lessons and utilize resources for integrating technology.

*Key Contributions:*

* Demonstrated exceptional knowledge and skills of instructional technology applications.
* Built and co-teach appropriate curriculum based technology rich lessons with teachers and students.

Additional Experience:

**Job Title** | Tennessee Department of Education Nashville, TN | 2013

**Job Title** | Williamson County Educational Association (WCEA) | 2013

**Instructional Technology Coach District Wide** | Williamson County Schools, TN | 2011 - 2015

**English Teacher - Independence High School** | Williamson County Schools, TN | 2006 - 2011

**English Teacher / DePaul Program Instructor** | Mount St. Joseph College High School Baltimore, MD | 2003 - 2006

**English Teacher** | Patuxent Valley Middle School Jessup, MD | 1998 - 2001

**Technical Proficiencies**

|  |
| --- |
| Mtasia, Adobe Captivate, Course Narration and Recording, PowToon, Vimeo, I-9 Course Creation, SCORM cloud, SCORM uploads, Google Apps for Education, ADDIE, SAM-R, LMS Software |

**Education & Credentials**

**Bachelor of Arts in English & Education**

University of Maryland, College Park

**Certifications**

* Instructional Technology Masters Certificate | University of Maryland University College, Spring 2016 4.0/4.0
* NCATE certification | University of Maryland, College Park