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| *Dynamic and results-driven Manager of Learning and Events with a strong background in strategic program development and over 20 years of experience in coordinating high-impact training and corporate events. Displays an exceptional ability for optimizing learning experiences by tailoring training sessions to meet diverse audience needs and maximize engagement. Adept at managing end-to-end event logistics and designing curriculum by leveraging expertise in instructional design and LMS administration to enhance learning outcomes. Looking to continue my career with a forward-thinking organization and obtain a Learning and Development Manager position that will leverage my program management and curriculum development skills to create transformative learning initiatives that drive both employee growth and organizational success.* | | |
| **Core Competencies** | | |
| * **Instructional Design** * **Employee Engagement** * **Process Improvement** * **Strategic Thinking** * **Vendor Management** | * **Learning Management Systems** * **Employee Training & Development** * **Project & Operations Management** * **Sales Enablement Training** * **Customer Retention & Engagement** | * **Performance Management** * **Account Management & Growth** * **Data Analysis & Reporting** * **Brand Awareness & Advocacy** * **Event Planning & Logistics** |
| **Professional Experience** | | |

**Intel Corporation – Hillsboro, OR**  Jul 2024 – Present

**Intel Developer Ecosystem Program Manager**

Managed Developer Ecosystem Programs certificate efforts by coordinating deliverables and overseeing customer support escalations. Collaborated across teams to align and execute certificate program deliverables, including coordinating content from subject matter experts and integrating learning management system requirements. Developed social media strategies, organized workshop/webinar opportunities, and ensured the creation of customer support documentation. Streamlined the process for cross-functional team communication to meet deadlines and support the program’s success. Enhanced customer experience by addressing escalations and providing effective resolutions in a timely manner.

**Intel Corporation – Hillsboro, OR**  July 2000 – Feb 2023

**Learning and Development Sales Enablement Manager, Apr 2020 – Feb 2023**

Directed comprehensive training initiatives for Intel retail sales managers and third-party trainers, from onboarding through ongoing education. Created engaging training materials, including roadmaps and technology overviews, e-learning modules, instructor-led sessions, job aids, coordinated training sessions, and webinars. Designed, developed, and implemented comprehensive learning programs aligned with organizational goals. Identified training needs through assessments and collaboration with key stakeholders. Coordinated, facilitated, and delivered various training formats to enhance employee learning and development. Managed leadership development programs, ensuring alignment with corporate strategies. Evaluated training program effectiveness through feedback and data analysis, refining approaches for improved outcomes. Oversaw training budgets, negotiated with external vendors, and optimized resource allocation. Improved effectiveness of performance management processes and programs by performing data analysis, identifying areas of improvement, and delivering corrective action plans.

* **Elevated product sales by 10%** through a comprehensive training program, created and delivered globally to retail stores, enhancing product knowledge and driving engagement across diverse markets
* **Boosted trainee satisfaction rates by 40%** by developing a global onboarding and education curriculum for **300+ Intel training representatives**, covering technologies, products, and essential training skills
* **Produced a 120-slide technology training deck** in collaboration with cross-functional teams to support knowledge transfer and enhance field readiness
* **Led monthly product roadmap discussions with 300+ Intel sales managers**, each overseeing global accounts like Amazon, Best Buy, and Wal-Mart, ensuring clear and impactful product presentations to drive alignment and sales effectiveness
* **Reduced employee training time by 50%**, from **30 to 15 minutes per module**, by developing and implementing targeted microlearning content that ensured quick access to essential information while maintaining high-quality standards
* **Enhanced knowledge retention by 25%** by incorporating gamification into the training program, fostering engaging competition and deepening product knowledge among employees
* **Established a global LMS system** to deliver consistent training and educational programs for retail and channel sales leaders and managers, improving work productivity and enhancing staff competencies across global teams

**Manager of Training, Events and Product Launch, July 2000 – Apr 2020**

Enhanced brand visibility and product awareness across software development and data center solutions through tradeshows, events, webinars, and conferences. Managed the Software Developers Conference, overseeing speaker selection, agenda creation, and training content development. Led demonstrations, training tracks, logistics, and lab sessions for the Intel Developers Forum, ensuring seamless execution and high-impact engagement for global audiences. Directed strategic product launch initiatives, integrating cross-functional collaboration to align marketing, technology, and product design teams. Coordinated comprehensive training programs that supported product understanding, ensuring consistency across global teams. Developed targeted events to amplify product visibility, managed detailed project roadmaps, and established critical stakeholder relationships to enhance launch impact. Spearheaded metrics-driven processes for tracking launch success, facilitating real-time adjustments to optimize training effectiveness and product adoption. Executed high-quality, scalable launch frameworks within allocated budgets, leading teams with a focus on agility, communication, and goal alignment.

* **Generated $90 million in leads** by creating and delivering a roadshow seminar series across **23 cities**, engaging **over 3,000 attendees** and driving significant business growth
* **Received the Intel Quality Award** in 2012 and 2014 for consistently exceeding expectations, driving innovation, and significantly improving product and service quality
* **Rolled out the first global onboarding** and continuing education curriculum for 300+ Intel training representatives, covering technologies, products, soft skills, and training techniques, ensuring consistent knowledge and skill development across diverse markets
* **Surpassed initial product sales goals by** **5%-10%** by managing the end-to-end product launch, including developing launch materials, coordinating product group and marketing teams, scheduling assignments, and organizing weekly launch meetings to ensure alignment and timely execution
* **Enhanced customer engagement and satisfaction** by mentoring presenters and providing effective training and support at both internal and external events, driving product adoption and increasing brand awareness
* **Attracted clients and advanced organizational goals** by managing tradeshow conference booths with a **$1.5 million budget**, ensuring strategic alignment and impactful brand promotion
* **Developed 100 technical spokespersons** for global conferences by creating and executing a comprehensive presenter program, enhancing speaker effectiveness and promoting company expertise
* **Secured over 20K business leads** by leading and developing **400+ webinars** with **40K+ global attendees**, while **reducing the travel budget by 20%** through the strategic use of virtual events
* **Planned and executed team service projects at food banks**, managing all aspects from conception to completion while ensuring the timely delivery of project goals within strict deadlines and budget constraints, including initiatives like 'Adopt a Family' during Christmas

**Technical Skills**

* Advanced proficiency with Microsoft Office Suite
* Extensive experience with various Content Management Systems (CMS) and Webinar/Virtual Event hosting platforms including WordPress, GoTo Webinar, and On24

**Education & Certification**

**Utah State University (Logan, UT) –** Master of Science in Instructional Technology

**Brigham Young University (Provo, UT) –** Bachelor of Arts in Communication (Media Design and Research)

**Google Data Analytics Professional Certification –** Coursera, November 2024