

BRIANA ALEXANDER

Frisco, TX | 702-755-7746 | bribri0283@gmail.com | www.linkedin.com/in/briana-alexander

LEARNING & DEVELOPMENT / PROGRAM MANAGEMENT

Highly organized and resourceful servant leader strategist with 13 years of success driving results through professional talent development, performance management, and promoting a culture of continuous growth. Collaborate with business leaders to analyze needs, evaluate programs, and rollout key projects. Develop and deliver instructor-led and online training using adult-learning methods and industry best practices to close learning gaps and expand strengths. Passionate about creating impactful learning programs. Well-versed in data-driven decision-making, fostering teamwork and leading all aspects of training and project deliverables. Excels at building relationships with internal & external partners and consistently delivering on objectives. Additional strengths include:

Program Management | Assessing Needs | Authoring Content & Training Curricula | Process Management
Performance Evaluations | Exceed Metrics & KPIs | Develop Goals & Strategies | Process Improvements
Launch Projects & Programs | Instructional Design - ADDIE | Excellent Facilitator & Consultant | HTML
CSS | Bootstrap | SQL

Professional Experience

Redfin Mortgage | 2020-2022 | Training Specialist

- ❖ Designed and delivered onboarding content for 5 cross functional operations teams
- ❖ Consulted with several different stakeholders on 3 parallel project releases
- ❖ Develop and continuously improve Learning program management methodologies that help the team deliver high quality programs quickly, delivering maximum value from our constrained resources
- ❖ Leading training team procedure and guidelines project with Smartsheets and Excel, increasing team efficiency by 10%
- ❖ Strategized most efficient delivery schedule for projects and training, leading to 10% increase continuous education
- ❖ Performs data analysis on continued learning needs for 4 front-end and backend teams
- ❖ Drove process improvement using Lean Six Sigma methodology to solve inefficiencies with employee productivity and the multiple IT applications required for completing job duties
- ❖ Initiated informal coaching and mentorship to 10 team members regarding project charter development, resource planning, project management best practices, and appropriate delivery of project outcomes

Uber Technologies | 2018-2020 | Learning and Development Specialist III

- ❖ Analyze learning gaps for 5+ cross-functional teams, increasing productivity by 17%
- ❖ Designed and delivered engaging content for a customer service business line awarded a J.D. Power certification
- ❖ Impact people as a part of a global team creating stimulating ways for 250 team members to improve their performance
- ❖ Implement training of 300+ new and current staff, complying with service level agreements and standards
- ❖ Owned 5 rollouts for multiple operations teams with Project Management Office, Program Leadership, and LOB Managers
- ❖ Product owner in Agile/Scrum environment for a customer knowledge base
- ❖ Evaluate the efficacy of learning programs and proactively offer solutions reducing learner gaps
- ❖ Monitor and evaluate sessions, programs, and blended learning for effectiveness. Make necessary design changes based on business results increased by 10%

Liveops, Inc. | 2017 – 2018 | Learning Delivery Facilitator

- ❖ Certified 300+ contracted and existing agents in various client-specific career fields programs
- ❖ Exceeded KPI goals, averaging 5% higher than lateral counterparts
- ❖ Analyzed intake and production data to determine employee needs for learning
- ❖ Coordinated learning goals with organizational and departmental standards and strategy

- ❖ Developed and implemented learning programs utilizing dynamic processes and mediums that led to a 40% increase in retention
- ❖ Provided direction to the development team delivering releases on time and within budget

Wells Fargo Home Mortgage | 2011-2017 | Learning and Development Facilitator

- ❖ Facilitated both classroom and virtual training for 200+ new hire, product, systems, and customer experience agents
- ❖ Served as the direct support liaison with 3 project management teams
- ❖ Develop training and performance support materials, including training curricula, presentations, case work, lab exercises, instructional guides, job aids, and reference guides for a 30% increase on learning retention
- ❖ Track record in developing impactful Learning/HR solutions to improve performance and support change
- ❖ Recipient of the Excellence Award for upskilling 512 team members within 8 weeks
- ❖ Led 140 new hires through onboarding with a 95% retention rate
- ❖ Standardized effective communication processes within 3 unique business lines

Loan Document Specialist IV

- ❖ Developed loan review checklist resulting in a 10% increase in loan reviews for the office
- ❖ Created email template for customer inquiries, reducing response time from 5 days to 3
- ❖ Mentored low-producing team members increasing production average by 50% routinely

Education & Certifications

Bachelor of Arts, Organizational Leadership (Project Management): Arizona State University
Certified Scrum Master | Instructional Design Certification | Consultant Certified | Web Development