**John D. Keenan**

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**Executive Summary**

I am a dedicated, reliable individual with a background in talent development and team management seeking an instructional design position, preferably with a company who expresses interest in e-learning. My ability to establish rapport and maintain productive relationships with internal and external clients has been an asset across my professional experiences. I have a passion for helping people learn company and trade processes, and a desire to grow as a professional in a field that helps people bring their best to work.

**Areas of Ability and Experience:**

• Effective communicator • Adult learning implementation • Applied behavioral intervention

• Demonstrated problem solving • Microsoft Office experience • Client record management

• Public speaking and presentation • HTML, CSS, JavaScript, Node.js • Self-directed learning

**Experience**

**Training Manager / Project Lead** May 2017 – Present

Turnover Apartment Painting, Mahtomedi, MN.

* Acclimate new hires over the course of months in company culture, processes, and procedures.
* Work to develop emerging skills with existing employees.

**Project Lead** 2010-2017

Turnover Apartment Painting, Mahtomedi, MN.

* Develop and maintain professional relationships with management staff to ensure the continuation of company contracts.
* Manage time and resources for parallel ongoing projects.
* Serve as an intermediary between internal and external clients in difficult situations, using diplomacy and tact effectively.

**Career Services Center Intern** August 2009 – May 2010

Saint Cloud State University, Saint Cloud, MN.

* Worked one-on-one with over two hundred individuals to develop resumes, cover letters, and interview skills.
* Actively collaborated with clients to generate workable strategies in overcoming barriers to employment.
* Maintained and updated informational handouts in the Career Services library regarding college majors and career exploration.
* Honed presentation skills as part of the Career Services Center campus outreach initiatives.

**Education**

**Graduate Certificate in Instructional Design** Graduate January 2021

University of Wisconsin Stout, Menomonie, WI

**Bachelor of Science Degree in Community Psychology – Summa cum laude** May 2010

Saint Cloud State University, Saint Cloud, MN.