***Aqueena H. Render***

2313 N. Karlov Ave, Chicago, IL United States, 60639, [aqueenarender@gmail.com](mailto:aqueenarender@gmail.com), +1-464-236-8791

**BACKGROUND SUMMARY**

Results-oriented, self-starting professional with 10+ years experience in project management, training, organizational effectiveness, and process improvement, supporting senior leadership, and managing cross-functional initiatives. Seeking to leverage proven skills in project management, training, communication, and problem-solving to effectively support organization.

**AREAS OF EXPERTISE**

Training & Learning and Development Project & Change Management | Commercial Experience | Strategic Planning & Partnership | EEDI LMS | Negotiation | Coaching, Mentoring | Problem-Solver | Analytical Skills | Proficient in Process Improvement | Proofreading | Knowledge of Research and Pre-Clinical Development | Proficient in Team collaboration | Virtual and Remote Teams | Smartsheets | Proficient in MS Office 365, PowerPoint, MS Teams Excel, Word, OneDrive, OneNote, and Form| Experience with Power BI Dashboard Management | Experience with Learning Management Systems

**EMPLOYMENT HISTORY**

**Forward Next Consulting LLC: *President/Consultant*** Feb 2024- Present

*Chicago, IL*

* Managed a high-volume caseload, ensuring timely and effective service delivery to clients while maintaining compliance with organizational and legal standards.
* Understood grant funding requirements and implemented processes in order to prevent Ant-Kick back, fraud, and other compliance and ethical issues that
* Supervised a team of case managers, interns, and volunteers, providing mentorship, performance evaluations, and professional development guidance.
* Oversaw quality assurance and documentation processes, ensuring adherence to regulatory requirements and best practices in case management while gaining in depth knowledge of learning operations utilizing Smartsheets, Articulate Storyline 360 and JIRA
* Spearheaded the Learning & Development program for volunteers and staff, designing and implementing training curricula on case management, compliance, and trauma-informed care.
* Collected and analyzed data from case management programs
* Led quarterly community trainings on topics such as housing rights, mental health advocacy, and legal resources, increasing community engagement by 5%.
* Developed & facilitated quality, compliance & ethics training and developed communications strategies to support the business
* Served as Project Lead for quarterly events, including community resource fairs, community trainings, and advocacy workshops
* Developed and maintained project plans, timelines, and risk mitigation strategies for enablement initiatives and process enhancements.
* Lead stakeholder forums and working groups to ensure transparency, accountability, and shared ownership in enablement projects.

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| **Sr. Training & OCM Specialist, Business Technology Services,** Abbott Pharmaceuticals/Select Source International *(Waukegan, IL)* | Aug 2024- Present |

* Took risks to create new innovative approaches to learning that drive engagement & brand consistency
* Developed, Designed, Implemented and Maintained “train the trainer” certification programs, including initial trainer competency and ongoing refresher and certification processes.
* Planned, scheduled, and completed training projects with a sense of urgency that is aligned with division objectives.
* Facilitated virtual and in-person training sessions
* Worked as L&D consultant with Organizational Change Management (OCM) in IT and developed train-the-trainer sessions for GenAI & involving advanced technologies, for change implementation and adoption for various departments of Large Language Model (LLMs) to support regulatory submissions
* Worked with cross-functional teams to integrate EEDI principles into training modules, ensuring alignment with corporate values and compliance standards.
* Streamlined data aggregation and reporting processes, ensuring accurate and timely updates to support decision-making in a dynamic pharmaceutical environment.
* Conducted needs assessments and customized training plans, balancing regulatory compliance with organizational development priorities.
* Developed and updated content within the LMS, ensuring the platform remained current and aligned with evolving organizational priorities.
* Proofread and standardized training documents, aligning them with industry best practices and organizational goals.
* Tracked key performance indicators (KPIs) to measure the effectiveness of training initiatives, providing clear communication of progress to stakeholders.
* Partnered with leadership to ensure that EEDI strategies were incorporated into talent development and operational workflows, reinforcing a strong commitment to inclusivity.
* Conducted training needs analysis & created comprehensive training materials and job aids
* Used Adobe Captivate & Vyond for Multimedia development (e.g., video, web content, etc.)
* Utilized strong facilitation skills by independently leading training sessions for diverse audiences from 20-1000 persons.
* Established methods and procedures for delivery, evaluation, measurement, and reporting.
* Ensured quality-driven learning needs were deployed, including online courses, instructor-led sessions, and procedural training.
* Created diverse learning modules, including online courses, simulations, and job aids.
* Maintained accurate and up-to-date training materials in the LMS
* Utilized written and verbal communication skills, with the ability to simplify and convey complex technical concepts to non-technical audiences.
* Utilized organizational change strategies to expedite and improve team performance by training and advising new or less experienced colleagues.
* Improved proficiency in document filing, retrieval, and archiving systems aligned with departmental SOPs.

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| **Training Specialist / R&D Training & OCM,** Kite Pharma**,** a Gilead Company *(Remote)* | Oct 2019- Feb 2024 |

* Planned and implemented project & training initiatives ensuring adherence to timelines, budgets, and quality standards.
* Successfully drove and implemented operational goals and initiatives in Research & Development related to projects and change management
* Experienced in curriculum development, project management, executive presence, facilitation expertise and a deep understanding of adult learning principles.
* Learning Management System administration including new hire training, support product eLearning modules and global training user support.
* Ensured LMS records meet global compliance and audit-ready requirements.
* Developed, Designed, Implemented and Maintained “train the trainer” certification programs, including initial trainer competency and ongoing refresher and certification processes.
* Facilitated EEDI-focused training programs to promote a culture of equality, equity, diversity, and inclusion, fostering an inclusive and collaborative workplace environment.
* Designed and delivered engaging training presentations using advanced PowerPoint skills, tailored to meet the specific needs of teams in the pharmaceutical sector.
* Compiled, tracked, and analyzed training data, generating actionable insights to improve learning outcomes and align with organizational goals.
* Experienced and skills in sales leadership and sales leadership training
* Provided operational guidance including planning, communications, and project management.
* Generated reports, metrics, dashboards, and presentations to summarize results and provide recommendations to key stakeholders.
* Successfully managed a change management & training projects to onboard employees to new systems from end-to-end
* Supported the Senior Leadership Team through goal setting, problem tracking, and organizational management.
* Coordinated priority objectives, tracked progress, gathered input, and managed timelines.
* Developed and cultivated relationships with internal stakeholders to develop training programs.
* Contributed to cross-departmental strategic initiatives and process improvement opportunities.
* Used Articulate 360, Adobe Captivate, Vyond, & Multimedia development (e.g., video, web content, interactive modules) to drive OCM initiatives
* Managed and maintained the Learning Management System (LMS) to deliver, track, and evaluate training programs, ensuring compliance with regulatory and organizational standards in the pharmaceutical industry.
* Reviewed, proofread, and edited training materials, ensuring accuracy, clarity, and alignment with company policies and branding guidelines.
* Supported tracking of organizational resources, including headcount and budget, partnering with Finance and Human Resources.
* Led process documentation efforts matrixing across multiple departments/teams and assimilated information into a formal playbook of desk-level procedures & functionality.
* Led activities of change management including coordination of industry and client process change reviews/comments, tracking and monitoring of compliance implementation progress, and development of process documentation.
* Managed projects and resources, forming and maintaining key partnerships with other client business areas.
* Served as an implementation subject matter expert to internal and external customers.
* Ensured that reports and presentations supporting overall delivery and execution of client, business, and operational requirements were created.
* Developed leadership training materials to optimize development and support change initiatives

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| **Executive Coordinator to Data Analysis Director,** Marshall B. Ketchum University, College of Pharmacy *(Fullerton, CA)* | Mar 2019- Oct 2019 |

* Created and developed reports utilizing dashboards, allocated resources, defined project governance policies and managed the financial concerns.
* Utilized and effectively communicated technical components of an initiative to applicable parties.
* Developed & tracked student records in Cornerstone Learning by extracting data from the LMS to provide to teachers for review
* Effectively used project management skills & maintained process documentation and Managed SharePoint sites for the department and other projects
* Identified needs and developed strategies to support data analysis to provide to regulating bodies for review

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| **Enterprise Healthcare Trainer,** TranstechIT/BCBSIL**,** Chicago, IL | AUG, 2017 - APR, 2018 |

* Created and reported clinical project status utilizing a dashboard, allocated resources, defined project governance policies and managed the financial concerns.
* Utilized and effectively communicated technical components of an initiative to applicable parties.
* Lead and trained field based employees on new systems and developed buy-in for the new clinical systems
* Effectively used project management skills & maintained process documentation and Managed SharePoint sites for department and other projects
* Identified training needs and develop customized training programs for healthcare providers to improve their understanding and usage of BCBSIL healthcare solutions.
* Develop and deliver comprehensive training programs to healthcare providers to improve their understanding of BCBSIL services.
* Served as an implementation subject matter expert to internal and external customers.
* Proactively communicated with team, management, and key stakeholders, offering multiple resolutions to known issues and real-time situation updates on sensitive project deliverables and status.

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| **Trainer/ Care Manager,** Next Level Health Partners LLC, Chicago, IL | Nov 2015-May 2017 |

* Developed project plans, timelines, and budgets in collaboration with cross-functional clinical teams of the health plan.
* Coordinated activities of clinical study sites, vendors, and internal team members to ensure successful trial execution.
* Conducted risk assessments and implemented risk mitigation strategies to ensure member success in utilizing healthcare system.
* Liaised with regulatory authorities and ethics committees to obtain approvals and ensure compliance.
* Provided leadership and guidance to project teams, including training and mentoring team members.
* Proactively communicated with team, management, and key stakeholders, offering multiple resolutions to known issues and real-time situation updates on sensitive project deliverables and status.
* Ensured that reports and presentations supporting overall delivery and execution of client, business, and operational requirements were created.
* Developed new processes to identify measures and align with state reported ways of working to remain in compliance

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| **Loretto Hospital: Project Management/Family Therapist**  (Chicago, IL) | Aug 2011-Apr 2015 |

* Developed project plans, timelines, and budgets in collaboration with cross-functional teams in the hospital.
* Coordinated activities of clinical study sites, vendors, and internal team members to ensure successful trial execution.
* Monitored and reported on patient progress, including patient enrollment, data collection, and adverse event reporting.
* Conducted risk assessments and implemented risk mitigation strategies to ensure study success.
* Liaised with regulatory authorities and ethics committees to obtain approvals and ensure compliance.
* Provided leadership and guidance to project teams, including training and mentoring team members.
* Gained clinical case management, operations & hospital experience and leadership influence related to healthcare with understanding of HHS requirements and GCP & GDP (Good Clinical Practices and Good Documentation Practices) as well as project & operations management experience, compliance and audit expertise
* Trained clinical staff in both group, 1-on-1 sessions including classroom setting; supported on compliance initiatives and patient care

**PROFESSIONAL QUALIFICATIONS/EDUCATION**

* **MBA**, Healthcare Management, Keller Graduate School of Management/Devry, Chicago **2017**
* **MA,** Counseling, Columbia College Chicago, Chicago, **2011**
* **BA,** Communications and Counseling, Chicago, **2007**

**SKILLS**

* Presentation Development
* Strategic Planning
* Organizational/Change Management
* Project management
* Training & Process improvement
* Stakeholder management
* Financial and budget management
* Proficient in problem solving
* Communication skills
* Leadership
* Team collaboration
* Analytical skills
* Conflict management
* Experience with Articulate 360, Adobe Captivate, Vyond, Multimedia development (e.g., video, web content, interactive modules)
* Experience working in a higher education environment