

Jenny Jo Conner

Training & ISD Leader | Analyst | Strategist

Personal Info

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Skills

Training Management, Design & Delivery - Training program design and delivery across technical skills in multiple industries, strong interpersonal and situational leadership skills; Virtual and F2F; e-learning and LMS (Captivate, Skillsoft, Talent LMS)

Data & Analytics - CRM (SalesForce, Hubspot), Database, SQL, Python and advanced analysis/business intelligence, Tableau, Executive presentations

Strategic Planning - Research, planning, goal-setting, results dashboards

Sales Strategy & Proposal Development - Proposal preparation and delivery, managing prospect relationships through all stages

Project Management - Cross-functional teams, high-impact projects

ATD Training Certificate

UC Berkeley Data Analytics Bootcamp Certificate

Education

2017-01 - 2020-04
Columbia College Missouri, Management Information Systems, B.S.

As a training leader, analyst and strategist, I help valuable organizations and the people who power them get from where they are to where they want to go. 12+ years experience developing training programs, executing critical pilots and leading cross-functional collaboration to develop strategies that drive proven results.

Experience

2018-10 - present	Development Strategist, Project Specialist <i>Alameda County Community Food Bank</i> <u>Channel Development Strategist - June 2019 to Present</u> <ul style="list-style-type: none">Lead research and strategic planning project to identify new social franchise offering.Created development pipeline and launched staff Innovation Council to engage internal partners and staff in innovation and development.Tested organization's first for-profit pantry partnership model. <u>Project Specialist - October 2018 to June 2019</u> <ul style="list-style-type: none">Developed and provided training to staff on project management technology and processes, increasing engagement and utilization.Provided analytics and developed new dashboard reporting to inform strategic decisions and budget planning.
2015-05 - 2018-10	Project Manager, Manager of Training and Development <i>RedRover Sales & Marketing Strategy</i> <u>Project Manager - May 2018 to October 2018</u> <ul style="list-style-type: none">Implemented Client Service Strategy and new Project Management collaborative calendar, which increased staff utilization by 12%. <u>Manager of Training and Development - May 2015 to May 2018</u> <ul style="list-style-type: none">Developed and launched new e-learning service channel, Rover U.Designed and developed customer experience blended training program (e-learning/Adobe Captivate and in-person training) for Regional Visitors Authority.Led multi-faceted research and planning projects; deliverables included presentation of research findings, success metrics, strategy and detailed tactical plans. Collaboration with internal partners was crucial to success.Account management and plan execution for multiple key accounts.Increased new memberships by 99% within three months as manager and trainer for Memphis Chamber of Commerce membership team.Launched organization-wide business development strategy, engaging all team members in increasing proposals generated by outbound sales efforts.
2014-11 - 2015-12	Technical Editor-Orion Drilling <i>Wilson & Associates Publishing (Contract)</i> <ul style="list-style-type: none">Managed client relationship, partnered with department SMEs to conduct task analysis and develop SOPs for new class of rigs and equipment.
2013-12 - 2016-05	Training Specialist and Systems Engineer <i>Argenta Field Solutions</i> <ul style="list-style-type: none">Led design, pilot, and implementation for training program for two new division launches.Implemented candidate pipeline strategy and tools, increasing candidate interviews conducted by 25%.Re-designed payroll system, increasing department efficiency and quality; post-implementation time study revealed 40% time savings.
2011-11 - 2013-11	Self-Employed/Consultant <i>Missouri State University Management Development Institute (MDI), Aura</i> <ul style="list-style-type: none">Launched new business in emerging downtown market.Ad-hoc developer and instructor for MDI clients; custom professional development programs and Excelling as an Administrative Professional certification.
2006-12 - 2011-11	Manager of Training and Development <i>UnitedHealthcare (employed 2001-2011; in T&D roles 2006-2011)</i> <ul style="list-style-type: none">Partnered with Operations leadership and stakeholders on performance improvement opportunities, like the new Performance Improvement Program.Led efforts to re-design and pilot company-wide new hire program, which targeted reducing time to proficiency by 20%.Prior to promotion to Manager role, worked as Senior Training Specialist and Instructional/Curriculum Designer.