

Mark Lloyd

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"Learn something new. Try something different. Convince yourself that you have no limits" – Brian Tracy

Expert leadership/executive development coach and talent development specialist. Looking to bring my talent, education and years of experience to a new career in Web Development.

Education

California State University,
Long Beach

M.B.A

B.B.A

Certification

University of Texas at Austin

Full-Stack Web Development

Skills

HTML/CSS

JavaScript

Bootstrap

Git and GitHub

Backend languages

Web architecture

HTTP and REST

Database storage

Basic design

Change Management

Project Management

References

Available upon request

Experience

Cardtronics

Senior Talent\Training Specialist

Houston, Texas

2015 to Current

Partners with organizational leadership to create sustained culture change by designing, developing, and delivering a variety of global leadership development, and employee engagement initiatives.

Responsibilities

- Design, Development, and Facilitation of competency based leadership development program and activities.
- Supports positive employee engagement and culture change through the global adoption of company Purpose, Vision, Values, Leadership Behaviors, and Performance Management Strategy.
- Coordination of annual employee performance review process.
- Coordination of annual 9-Box talent review and succession planning activities.
- Coordination and implementation of annual employee survey.
- Coordination of quarterly employee Values in action awards.
- Design and Development of training materials to support successful Oracle ERP implementation.

Accomplishments

- Introduced the "Great Place to Work" annual employee survey. The survey allows the Organizational Leadership Team to analyze employee engagement on a global scale. Leaders can identify engagement levels based on geography, business unit, function, and department. Actionable insights provided by the survey software are used to collaborate with senior leaders to create targeted engagement activities.
- "Cardtronics MD" – Competency based leadership development program that provides a combination of e-learning, instructor-led, experiential, and one-on-one coaching opportunities for first time, middle, and senior level leaders across the global organization. 360° feedback is used to assess managers against five leadership domains and corresponding competencies. Managers are placed into specific cohorts, which receive targeted coaching, mentorship, and instruction to support lasting behavior change.
- "Living the Values" initiative - Values-based culture building program targeted at addressing feedback from annual employee engagement surveys. The foundation of the program uses Insights Discovery, a psychometric tool and supporting training classes built to help people understand themselves and others.

- “Champions of Cash” initiative – Talent planning, development, and retention program designed to improve organizational leadership’s ability to identify, develop, and retain high potential employees and others in critical roles. The program uses job profiling, 9-box talent assessments, annual performance reviews, 360° feedback, and succession planning tools to help executives achieve a clear understanding of future talent expectations, needs, and gaps; empowering them to make strategic, data-driven talent decisions.
- Oracle Fusion ERP implementation - Led the North American training and implementation of the Oracle Fusion ERP. Developed hours of training documents, quick reference cards, and support videos. Facilitated over 100 hours of in-person and virtual training support for end-users.
- Created the Cardtronics performance management strategy. A combination of planning, monitoring, intervention, and evaluation activities managers use to address employee performance. The introduction of this strategy has resulted in increases in employee engagement, performance, and retention.

THINK Together
Program Director

Santa Fe Springs, California
 2007 to 2015

Lead educational enrichment, youth sports, and summer school programs at contracted school districts. Coach and develop managers to enhance their personal leadership philosophy, style, and effectiveness. Ensure superior program quality and achievement of contractual and grant requirements. Develop and manage client, partner, and vendor relationships.

Responsibilities

- General administration and management activities for a staff of over 90.
- Coordinate and deliver live training courses to help frontline leaders lead and engage their staff.
- Conduct weekly one-on-one and group coaching engagements.
- Create and monitor monthly metrics to demonstrate program effectiveness and intervene when needed.
- Conduct annual program quality assessments, analyzing data to inform priorities for the following year.
- Develop program best practices, leading to their adoption and standardization across statewide programs.
- Develop and maintain strong client relationships.

Accomplishments

- Successfully led a team of over 90 employees in 13 program sites across Southern California. Programs under my direction, maintained the highest average daily attendance and lowest employee turnover in the organization.
- Recognized for having the most highly engaged staff according to the G12 annual employee engagement survey.
- Provided daily one-on-one coaching and mentoring leaders and frontline staff to increase their management and leadership effectiveness.
- Created “THINK University” - training and development program that included monthly coaching, training, and development activities highlighted by an annual learning event with participation of 300-500 employees from the region.
- Increased program quality across the organization by leading a team of leaders to identify behaviors and practices that consistently led to success. The team created standard operating procedures, protocols, and best practices training frontline managers to implement and maintain the new standards. The team ensured sustainability by providing ongoing support activities and creating a site assessment tool that effectively emphasized success activities while continuing to allow for individual creativity of program coordinators and leaders.