

NATHAN WALLACE

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PROFESSIONAL SUMMARY

Senior Learning and Development Strategist with 10+ years of experience designing impactful learning solutions. Proven in leading eLearning programs, optimizing onboarding, and implementing cost-saving initiatives. Skilled in cross-functional collaboration and translating business goals into practical, engaging learning experiences that drive results

EXPERIENCE

ATCO, 2022-Present

Senior Learning and Development Strategist

- Led the transition to a new Learning Experience Platform (LXP), onboarding 6,000+ employees and achieving 100% compliance training completion through resource guides, training videos, and webinars.
- Designed and developed an eLearning curriculum on interviewing skills for 30+ managers, addressing a gap of 300 open positions by covering compliance, bias reduction, and effective interviewing, and enabling recruiters to pivot to a support role.
- Created a Data Integrity eLearning course for 60+ corporate HR professionals, guiding them through standardized processes and accountability, reducing errors from 10% to 1%, and cutting time spent on data management and cleaning by 80%.
- Spearheaded a peer-to-peer recognition program, saving \$30,000 annually by replacing a third-party solution. The program has resulted in hundreds of recognitions and has become a key discussion point at monthly HR meetings to celebrate employees receiving peer recognition.
- Resolved a critical issue involving 20,000+ training records by leveraging AI to outline VBA code for efficiency, then refining the code to meet specific use cases in Excel, ultimately correcting records and saving over 80 hours of manual data processing.
- Developed and implemented an enhanced reporting standard across departments, automating the capture of 12 key metrics for every completed eLearning module and providing stakeholders with easy access to standardized reports.

Starbucks Coffee, 2015-2021

Learning and Development Manager

- Developed and delivered a best practices training program to 30+ store managers, resulting in \$200,000 in annual labor cost savings and a 16% reduction in manager time spent on training.
- Spearheaded a streamlined onboarding process, reducing new hire training time by 60%, saving \$1,200 per hire, improving retention, and enhancing training resource accessibility.
- Established a training environment store that optimized workflow and updated resources, ensuring that 35 managers and staff across a 12-store district received effective training.

- Coordinated a team of 15+ managers during a period of rapid growth and policy changes, developing quick start guides and action plans to ensure clear communication and smooth transitions.
 - Drove 30% quarterly sales growth by implementing targeted upselling strategies and product pairings, staging high-value items for easier customer access, and creating a no-cost tiered incentive program to encourage employee engagement in coffee sales.
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SKILLS

- Instructional Design
 - eLearning Development (Articulate 360, Camtasia)
 - LMS Administration & LXP Implementation
 - Data Analytics and Reporting
 - Project Management
 - Change Management
 - AI Utilization for Automation and Problem-Solving
 - Content Development
 - Graphic Design
 - Leadership Development
 - Employee Engagement & Recognition
 - Cross-Functional Collaboration
 - Business Strategy Alignment
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EDUCATION

California State University, Bakersfield, CA — Bachelor of Arts, Content Strategy and Writing

Developed analytical skills, critical thinking, and oral and written communication through a rigorous academic program.

Eberhard Karls University, Tübingen, Germany — Study Abroad

Studied German language, culture, film, and politics.

CERTIFICATIONS

- Certified SAFe Practitioner (Lean-Agile & Agile Release Train), Scaled Agile
- User Experience Designer, LinkedIn
- Certificate for Accounting, Imperial Business College