

Submitted to Amentum for ARPA-H STATS

NAME	JOB TITLE	PWS Tasks
Christal Hale	PXD - Basic Training Coordinator	7.3.1-7.3.6; 7.5.4; 7.5.7-7.5.8

Job Responsibility	Qualifying Skills
<b>Learning Management System (LMS) Administration:</b> Manage the ARPA-H learning management system, ensuring training programs run smoothly and remain up to date.	<ul style="list-style-type: none"> <li>Served as LMS Administrator for USAID's enterprise performance management system, ensuring proper access, course management, and troubleshooting.</li> <li>Developed and implemented training content in Adobe Captivate, Camtasia, and Microsoft Office, ensuring interactive learning experiences.</li> <li>Created and managed online training catalogs, including posting USAID University course instances and manually adding registrants.</li> </ul>
<b>Training Coordination &amp; Compliance Tracking:</b> Oversee and track mandatory training completion, ensuring compliance with NIH and federal training requirements.	<ul style="list-style-type: none"> <li>Facilitated and tracked global training compliance for USAID staff, ensuring that personnel met all required training deadlines.</li> <li>Coordinated and delivered instructor-led training and e-learning programs, developing materials such as user guides, job aids, and tutorial videos.</li> <li>Conducted data tracking and reporting on training participation, providing stakeholders with compliance metrics and training effectiveness insights.</li> </ul>
<b>Professional Development &amp; Stakeholder Engagement:</b> Arrange and coordinate professional training opportunities for government personnel while liaising with internal teams and external vendors.	<ul style="list-style-type: none"> <li>Designed and executed training initiatives for the U.S. Department of Labor and USAID, aligning programs with workforce development goals.</li> <li>Developed competency models and selection rubrics to assist HR teams in assessing and aligning candidates with job requirements.</li> <li>Worked with cross-functional teams, including HR, IT, and leadership, to ensure training solutions met organizational needs.</li> </ul>

## Education

**Bachelor of Science, Integrated Professional Studies**  
University of North Carolina at Greensboro, Greensboro, NC

May 2023

## Experience

**Spatial Front, LLC, (U.S Agency for International Development USAID) Bethesda, MD**  
**Sr. Technical Training Specialist**

January 2024-Present

As a Sr. Training Specialist provide role-based trainings, mentored junior trainers, and worked directly with contracting/government personnel to ensure required trainings were conducted globally. Also functioned as Project Coordinator, I facilitated administrative nuances of trainings, Google calendars, and metrics for our team.

- Supported M/CIO with rollout, user care/adoption of DIS, an enterprise performance monitoring management tool developed in Azure platform.

- Worked with key stakeholders to gather requirements for training, facilitated communication engagement sessions, and addressed change management needs.
  - Attended team and stakeholder meetings, participate in and/or direct working groups, preparation sessions and other planning-focused engagements and informational sessions as necessary.
- Functioning as Team lead and government liaison, building and managing customer relationships. Ensured team understands client expectations and partner success goals/objectives in support of the mission.
- Responsible for mentoring and on-boarding incoming trainers, conducting train the trainer sessions, facilitating knowledge transfers, and integrating them on the new team.
- Responsible for content creation, training research, and provided recommendations for training strategies, including appropriate training methods, materials, and delivery.
- Functioned and facilitated training sessions as a LMS Administrative Admin.
- Worked directly with development teams and business analysts to create effective instructional materials focused on helping USAID staff and partners adopt a new performance management IT system.
- Determined user/stakeholder training needs, and selected appropriate training methods, materials, and interactive delivery techniques based on the subject matter to convey.
- Produced user-friendly, interactive training, and communication material (e.g. tutorial videos, e-learnings, instructor-led training courses, user guides, job aids).
- Proactively provided feedback on IT system functionality and process improvement opportunities to internal teams.
- Facilitated/coordinated training invites, while maintaining them in a Google Calendar.
- Published training dates maintaining USAID and IP training schedule spreadsheets.
- Maintained course catalog, which included posting USAID University course instances and manually adding registrants to Google Calendar invites.
- Provide tailored metrics on demand for USAID meetings and stakeholder engagement
- Content creation and training on Login.gov access and capabilities
- Develop (EOY) End of Year journey document for over 100 missions and their users.

**Strateion Group, LLC, (U.S Agency for International Development USAID) Herndon, VA****Training Specialist****April 2022-January 2024**

As a Training Specialist provide role-based trainings, mentored junior trainers, and worked directly with contracting/government personnel to ensure required trainings were conducted globally. Also functioned as Project Coordinator, I facilitated administrative nuances of trainings, Google calendars, and metrics for our team.

- Supported M/CIO with rollout, user care/adoption of DIS, an enterprise performance monitoring management tool developed in Azure platform.
- Worked with key stakeholders to gather requirements for training, facilitated communication engagement sessions, and addressed change management needs.
  - Attended team and stakeholder meetings, participate in and/or direct working groups, preparation sessions and other planning-focused engagements and informational sessions as necessary.
- Established and implemented access management processes, facilitating compliant access to USAID systems through Login.gov.
- Managed content creation and training/SOP guidance on Login.gov access and capabilities.
- Responsible for mentoring and on-boarding incoming trainers, conducting train the trainer sessions, facilitating knowledge transfers, and integrating them on the new team.
- Responsible for content creation, training research, and provided recommendations for training strategies, including appropriate training methods, materials, and delivery.
- Functioned and facilitated training sessions as a LMS Administrative Admin.
- Worked directly with development teams and business analysts to create effective instructional materials focused on helping USAID staff and partners adopt a new performance management IT system.

- Determined user/stakeholder training needs, and selected appropriate training methods, materials, and interactive delivery techniques based on the subject matter to convey.
- Produced user-friendly, interactive training, and communication material (e.g. tutorial videos, e-learnings, instructor-led training courses, user guides, job aids).
- Proactively provided feedback on IT system functionality and process improvement opportunities to internal teams.
- Reconciled sign-in sheet with Google Meet generated attendance report and included participant details into a consolidated metrics spreadsheet.
- Facilitated/coordinated training invites, while maintaining them in a Google Calendar.
- Published training dates maintaining USAID and IP training schedule spreadsheets.
- Maintained course catalog, which included posting USAID University course instances and manually adding registrants to Google Calendar invites.
- Provide tailored metrics on demand for USAID meetings and stakeholder engagement.

**REI Systems, (U.S Agency for International Development USAID) Sterling, VA**  
**Technical Training Specialist**

**June 2021-March 2022**

As a Technical Training Specialist provide role-based trainings, mentored junior trainers, and worked directly with contracting/government personnel to ensure compliance with required trainings globally. I managed all nuances of compliance training, enhanced formal presentations by utilizing Adobe Captivate converting PowerPoint content into interactive videos, and coordinating trainings to increase interpersonal communication/soft skills with the USAID workforce. This opportunity enabled me to present and train USAID end-users across the world, while also enhancing my technical skillsets with various applications.

- Helped analyze stakeholder training needs and identify all the nuances of the system impact on the stakeholders.
  - Worked with stakeholders to gather requirements for training, communication, and change management needs.
  - Worked with the project lead to identify the training needs.
  - Provided input and assistance in the development of overall training and change management strategy and plans.
  - Conducted research and provide recommendations for training strategy, including appropriate training methods, materials, and delivery.
- Gained Subject Matter level Expertise (SME) of the system and business process, through independent research and collaboration with others.
  - Learned how to quickly navigate new systems, understand how they work, and translate that into user-friendly language.
  - Swiftly grasped complex business processes and workflows and integrate that understanding into instructional material.
  - Proactively provided feedback on tools and process improvement opportunities to internal teams.
- Created innovative, engaging, and effective instructional materials with a focus on helping people use software to complete performance reporting.
  - Materials included, but are not limited to help videos, instructor-led training courses, user guides, tip sheets, wiki pages, email communications, e-learning etc.
  - Elicited feedback on materials, internally and externally, and collaborate on incorporating feedback.
  - Wrote materials so that they are user-friendly and provide accurate guidance.
- Delivered trainings to stakeholders on new and evolving systems.
  - Training methods included remote, and interactive learning.
  - Clearly communicated business purpose as well as system instructions.
  - Delivered training presentations clearly, effectively, and professionally.
- Wrote communication materials highlighting system changes, benefits, etc. to inform impacted stakeholders.
  - Wrote in different styles to engage, inform, or train stakeholders.
  - Wrote clear, effective, and concise communication materials.

- Attend team and stakeholder meetings, participate in and/or direct working groups, preparation sessions and other planning-focused engagements and informational sessions as necessary.
- Assisted in developing criteria for evaluating effectiveness of training activities.
  - Coordinated the follow-up of training events and the administration of surveys and reports.

**Rividium, (US Department of Labor, Office of the Inspector General) Manassas, VA**

**Training Specialist**

**January 2020- May 2021**

As a Training Specialist I have the unique opportunity to provide direct support for the Office of Inspector General (OIG), Department of Labor (DOL). As Training Specialist and compliance instructional designer, I managed all nuances of compliance training, enhanced formal presentations by utilizing Adobe Captivate converting PowerPoint content into interactive videos, and coordinating trainings to increase interpersonal communication/soft skills with the OIG workforce.

- Functioned as Project Manager for 2020-2021 OIG Awards, coordinating with government key stakeholders, management of project deadlines in Microsoft Project, responsible for procurement activities, and development of awards presentation.
- For my company I received a Certificate of Appreciation: Exceptional Performance within my first year of being with the company based on my exemplary work exhibited on the OIG program. The support provided on the program included:
  - Providing direct/timely guidance to Supervisory Instructional Designer on appropriate steps in course design process, and succinctly executing timely deliverables.
  - I received high marks from OIG Senior Executives for adapting to mission related needs and providing quality learning products as directed by my government supervisor.
  - Executed immense flexibility/adaptability to changing OIG executive staff course requirements during a pandemic.
- Worked directly with OIG Supervisory Specialist to gain intrinsic knowledge on design/development of traditional and interactive curriculum establishing a myriad of strategic trainings for short/long term implementation.
- Directly designed/developed four trainings for the Office of Inspector General at the Department of Labor. As content creator and graphical designer, I successfully implemented the trainings are listed below:
  - OIG Rules of Behavior/ IT Security
  - Effective Interview Techniques
  - Conference Planning and OIG New Employee Orientation for all OIG employees
- Functioned as Project Manager and facilitator of several OIG webinars as referenced below:
  - OIG Awards Information Session
  - Mentoring Program (3 days) Dominance Inducement Submission and Compliance (DISC) Assessment
- Functioned as Project Manager presiding over the OIG Employee Mentoring Program.
  - Active participant in the selection process, planned and hosted mentoring program workshops, survey mapping and survey data collection.
- Functioned as Project Manager for the OIG Awards Program, playing an integral role with advising OIG supervisors/employees on detailed nuances of the awards program.
  - Developed plans, procedures, and managed OIG Awards Program SharePoint Site.
- Functioned as Learning Management System Admin providing department level support, by disseminating compliance trainings to DOL user accounts.
  - Additional administrative responsibilities include running/management of reports in Learning Link DOL Learning Management System.
- Content creator for Develop Yourself Monthly article dissemination during the Pandemic series.
- Worked directly with OIG Supervisor to develop written correspondence, provide recommendations based on statistical analyses of training data, manipulated data for through analytical software, and create performance-driven presentations for management comprehension.

- Worked with employees, and various staff members to assess existing training and workforce development materials for the program.
  - I specifically have the experience of working with key stakeholders to develop speaking points for trainings/presentation, work directly with OIG Executive Leadership to gain perspective on future training considerations, and develop course materials/training aids to enhance the programs training techniques.

### **Merchant Link, Silver Spring MD**

#### **Training Specialist**

**November 2017-September 2019**

As Training Specialist for Merchant Link, I facilitated the learning/development of technical resources across the company. I managed and augmented various technical trainings, while cohesively collaborating with Merchant Link Sr. leadership (CEO, CIO, CFO), ensuring strategic alignment with company mission/vision/objectives.

- During my tenure facilitated corporate training for 5 Merchant Link locations (2 locations in Silver Spring MD, Tempe AZ, Ottawa/Canada, Clear Water FL. This included all on-boarding activities, and development of HR materials encompassing specifics about employee's area of focus.
- Managed employee processing activities ensuring new team members are properly cleared, verifying IT networking access, and facilitated information security awareness training.
- SME training company technical resources on nuances of O365 Dynamics capabilities within our cloud platform.
- Worked directly on compliance-based trainings (CBTs) utilizing Adobe Captivate to establish comprehensive knowledge base repository for technical internal applications.
- Facilitator of Merchant Link new hire orientation for all locations (MD, AZ, FL, Canada), providing remote trainings, and establishing a consistent training cadence across the company.
- Proven leader with project management and strategic alignment endeavors, with ability to resolve complex end-user issues.
- Collaborated directly with Merchant Link Sr. Leadership to understand mission/vision/objectives of company, and strategically align trainings to optimize day-to-day business operations.
- Extensive new hire experience from employee inception, including Customer Relationship Management tool training and creation of dynamic Transaction Link presentations establishing an innovative way to help new hires learn about the Merchant Link culture.
- Created/developed/established Monthly Link Talks (Merchant Links version of Ted Talks) companywide.
- Part of an internal team who developed Merchant Link's internal facing intranet portal. Providing strategic oversight, with design and company initiatives, highlighting innovative ideas company wide.
- Selected for Leadership by Example Program (mentor meeting with executive leadership monthly), for high potential employees directly selected by Merchant Link Sr. Leadership.
- Attended American Management Association (AMA) Train the Trainer program, accruing invaluable training experience, and credits towards certification.

### **Financial Resolutions Rep II**

**June 2014 – April 2018**

Over the past 4 years, my impact on the Financial Resolutions Team has grown, and my ability to lead others has increased efficiency during our day-to-day efforts. As a member of the Financial Resolutions Team, I successfully resolve ad-hoc issues; mentor/provide guidance to other team members and work directly with Sr. Leadership to ensure Merchant Links reputation is upheld. Worked tirelessly to ensure my work is completed and utilize my management skills to identify areas to improve team efficiency. Expanded my skillset, by assisting with new hire orientation, while tackling numerous internal initiatives as well as corporate training.

- Recipient CEO Star Achiever Award based on my contributions to the Financial Resolutions Team, ad-hoc project efforts, and internal initiatives helping increase the positive Merchant Link culture.
- Proactively provide end-to-end research investigation and retrieval of missing funds including, resolution of customer issues with direct impact to flow of funds, providing credit card look up assessment, pertinent transaction re-key information, and batch resubmission services.

- Main point of contact for new team members regarding Financial Resolutions training. Upon on-boarding, I collaborated directly with new team member to properly train them on all Financial Resolution processes and pertinent information/documentation.
- Responsible for all incoming rekeys by coordinating with other Merchant Link departments, managing of relative emails/fax queues, and distributing cases if technical lead is not available.
- Part of an internal team collaborating with Director of Service and Delivery on American Express initiative, by reviewing/re-submitting all American Express transactions flagged for hard errors and extensive review.
- Co- Chair of Merchant Link Fun Leisure Activities Community (MAFLAC) over the past 5 years, providing coordination and management for internal/external company events. Specifically, I was part of executive team responsible for budget, venue selection, food/beverages, and employee raffle/gift for the 2016- 2017 Merchant Link Holiday party.

**OneMain Financial (Citi Group) Largo MD**  
**Senior Branch Account Executive**

**2012 - 2014**

As a Sr. Branch Account Executive I have the unique opportunity to provide personalized financial guidance to OneMain Financial clientele daily. I utilize my expert level interpersonal communication skills to explain OneMain Financial loan solutions offered to clients, simplifying the loan application process, discuss fixed rates, initiate fixed payments, and identify clear terms and multiple payment options. Additionally, I have pursued and successfully completed OneMain Financials Branch Management Compliance training, making me eligible to become a Branch Manager.

- Awarded Certificate of Services for loaning over \$100k to OneMain Financial clientele nine of the past twelve months. Additionally, was able to reach the \$200k threshold in loaning company products to clients.
- Consults clientele regarding financial objectives, building a positive rapport becoming a trusted advisor.
- Selected and successfully completed High Potential Executive Program (HIPO Program). The program identifies all high potential Branch Executives with the leadership and skillset to become Branch Managers.
- Assist in managing branch operations, ensuring compliance with all business policies/processes. Works directly with Branch Manager to drive performance and motivate Branch Team to achieve business goals and branch profitability.

**Citi Group, Charlotte, NC**  
**Account Manager- Collector 1**

**2009 to 2012**

Provided consultant and strategic communication expertise, while functioning as a Team Lead over 10+ team members. Daily monitored valued team members of the collection's division assembled to provide excellent customer support, aligning, and ensuring concise, accurate information is being conveyed to our internal and external customers on behalf of Citi Group.

- Annually saved Citi Group \$1million in recovered assets from clients. While assisting the clientele with their personal monthly saving balances ensuring clients do not file chapter 7 or chapter 13 bankruptcies.
- The responsibilities of an account manager vary depending on the nature of the business. The account manager builds client relationship by acting as the interface between the customer service teams and sales teams within a company.

**Lens Crafter, Greensboro, NC**  
**Eyewear Consultant**

**2006 to 2008**

Provided exceptional customer service and helping client select eyewear for their everyday use. Reading prescriptions and filing insurance claims to ensure that the client receives his or her full benefits.

- Accurately operated the V2k cashier terminal, when required, collected proper payment following company security procedures and retaining proper change for a variety of transactions, such as credit cards, layaways, C.O.D.s, discounts, insurance, and coupons.

- Continuously achieved top sales representative in the store, and region by utilizing exceptional communication marketing skills to propel Greensboro Store.

**Technical Skills:**

Operating Systems: Windows/ XP/ Vista, Symphony, NetSuite, Adobe Captivate, Camtasia, ADP

Devices: Verifone, Equinox, Ingenico

Tools/CRM: O365 Dynamics, SharePoint Online, MS PowerBi, MS Planner, MS Teams, MS Groups, WebEx, Zoom, MS Project

Administrative: MS Project Word, Excel, Outlook, PowerPoint, Visio, Project, Adobe Acrobat, Adobe Encoder, Learning Management System (LMS)

**Certification:** Foundations in Design Thinking