

## Training & Implementation - Content Creation - Curriculum Design - Technical Writing - Facilitation

- Summary** Resourceful Training Implementation professional with a strong background in software/process implementation, efficiency training, and strategic content creation encompassing 16+ years of experience with the proven ability to maintain exceptional job efficiency.
- A **Strategic Thinker** with a knack for learning quickly and getting things done.
  - An **Effective Facilitator** who can build rapport while remaining attentive to trainees, creating the advantage of being able to calibrate levels of engagement and interactive training style without delay.
  - A **Solutions Architect** with the ability to focus, create strategies and think outside the box, the makings of an accomplished high output producer.
  - An **Innovative Creator** who wakes up thinking about creating sophisticated, ground-breaking learning opportunities, always keeping the end-user in mind.
  - A **Creative Perfectionist** Who effectively evaluates the programs being delivered, working in collaboration with the instructional design team on improvements.
- Primary Skills**
- Systems:** Salesforce - AS400 – SAP – LMS – Adobe Connect - Microsoft Office Suite - Microsoft 365
- Training:** - Classroom/ Remote/ Individual Instruction – Curriculum Design
- Writing:** - Technical Writing - Database Creation and Management – Guides & Document Creation
- Communication:** - Oral/ Written Communication Dissemination  
– Effective Public Speaking/ Audience Engagement

## Professional Work Experience

- \*Special Training & Qualifications**
- U.S. NAVY – Active Reservist**  
**2009 -Present**  
Government Clearance Level: Secret  
**Location:** Worldwide  
**Training Officer/Instructor**
- Lead all unit-level training facilitation, coordination and planning of classroom and web-based instruction, tracking approximately 35- 150 sailors monthly.
  - Serve as a backup instructor for Naval Operational Support Center to help with overflow of students which can exceed trainee counts of 300+ sailors.
  - Implement new training programs and standards to improve productivity, knowledge, and mobilization – ready awareness of a unit comprised of 38 sailors.
  - Lead trainer for policies, procedures, and administrative tasks associated with project and mission completion. Average team size ranges from 5-35 people, comprised of all levels of seniority. This includes war and peacetime roles of watch floor personnel.
  - Create lesson plans; assess training needs of unit based on current readiness data reports.
  - Interpret and evaluate presentations and tactical situations to make recommendations to officers. Provide overt intelligence gathering and transmittal and other technical information assistance as needed.
- SavvyPro Freelance, llc**
- Chief Strategist**  
**2016 - Present**  
**Location:** Decatur, GA  
"Branding, Training, and Process Implementation Services for Small Businesses"  
A strategic Business Consulting Firm designed to get Start-ups, Individuals, and Organizations methodized and positioned for launch and/or brand enhancement.
- Collaborate with small business owners and individuals to design development business and instructional solutions for brand cohesiveness and improvement.
  - Engage in new and existing client development activities to include sourcing, qualifying initial clients, identifying potential end users, establishing contact relationships, scheduling, and conducting new and follow-up client sessions.
  - Craft learning plans, guides, curriculums, and templates in support of standard and custom business needs to increase productivity and operations continuity.

- Hold speaking engagements and networking meetings to expertly demonstrate services and solutions to prospects and clients; communicating effective solution-based concepts.
- Create, design and copywrite content to include press releases, brochures, guides, checklists, business cards, website copies and other varied digital and print materials.
- Author and publish communication content including announcements, presentations, talking points etc., to achieve specific marketing communication objectives.  
[www.SavvyProFreelance.com](http://www.SavvyProFreelance.com)

**CSI Tech**  
(Contract)

## **Curriculum Specialist**

**Aug 2021 - Aug 2022**

"Settling into the Salesforce Conversion"

**Location:** 100% Remote

- Developed, proofread, and/or copyedited communication, education, and training materials to ensure the use of audience-appropriate language and correct any grammatical/syntactical errors or style inconsistencies. This includes facilitator guides, PowerPoint presentations, handouts, and job aids.
- Reformatted and rebuilt a knowledge base with minimal guidance, including over 200 How-To Guides, Facilitator Guides, PowerPoints: keeping a change management log.
- Successfully migrated, edited, and reformatted over 85 How-to guides from old repository to new Salesforce Knowledge repository.
- Regularly facilitated user-specific Salesforce training sessions for different departments within the company.
- Wrote and edited curriculum content for a variety of financial services and technical courses, ensuring alignment with course objectives, state standards, and accreditation requirements.

**Talent Path**  
(Special  
Project)

## **Learning and Development Manager**

**Apr 2019 – Mar 2020**

"Getting the Startup Started"

**Location:** Washington DC/ Atlanta, GA  
(75% Remote with 25% site travel)

- An individual contribution responsibility that included onsite, classroom and webinar training of over 160 office and management personnel, over 300 Service Technicians and 30 internal corporate employees.
- Initiated and introduced the concepts of document continuity and database creation and management by owning the tasks of technical writing and information dissemination to fellow team members. This ranged from 10 – 70 people at a time; aiding in training consistency and quality control on what was shared with clients and teammates alike.
- Authored and/ or edited over 40+ documents and guides used by teammates and clients, keeping up with system changes and updates as they were released.
- Managed a team of 18 Business Analyst students, providing leadership, soft skills, and technical skills training and support.

**Rollins, Inc**

## **Implementation Specialist/ Technical Trainer**

**Jul 2013 – Nov 2017**

**Location:** Atlanta, GA

"Aided in the successful software implementation of a billion-dollar company"

(50- 80% Remote with 50-25% site travel across continental US)

- An individual contribution responsibility that included onsite, classroom and webinar training of over 160 office and management personnel, 300+ Service Technicians and 30 internal corporate employees.
- Initiated and introduced the concepts of document continuity and database creation and management by owning the tasks of technical writing and information dissemination to fellow team members. This ranged from 10 – 70 people at a time; aiding in training consistency and quality control on what was shared with clients and teammates alike.
- Authored and/ or edited over 40 documents and guides used by teammates and clients, keeping up with system changes and updates as they were released.
- Used attention to detail and leadership experience in team lead position for over 24 on-site implementations, training teammates, tracking, and reporting any issues and discrepancies along the way.

**Georgia  
Dept. of  
Public  
Health**

- Aided in the onboarding of 60+ new hires via training materials design and setup, classroom instruction and field training. Improved the overall process by re-planning, coordinating, and facilitating the training modules.

Planned, organized, and executed work under minimal supervision. Followed up with internal customers to evaluate the effectiveness of training, identify needs and solicit feedback.

**Business Operations Generalist** (Contractor)

**Feb 2013 – Jul 2013**

**Location:** Atlanta, GA

*"Made the office of Infectious Disease more organized in record time"*

- Created and maintained over 10 MS Excel databases for tracking various projects involving client data. This includes but is not limited to, mail outs to clients of various items, payment statuses and histories, important file notes regarding client statuses and updates.
- Worked on projects with PCIP (Pre-Existing Condition Insurance Plan) and HICP (Health Insurance Continuation Program) client database totaling approximately 900 people. This included verifying eligibility criteria of applicants, premium amounts, proper document submission to DPH for payment processing to vendors and monitoring active and inactive status of clients throughout Georgia.
- Improved filing accuracy of client's records by 60% by researching files using different databases, the actual files, and the internet for missing information, to correct information.

**Genieco, Inc**

**Special Projects Representative** (Promoted Mar 2011)

**Mar 2010 – Jul 2012**

**Location:** Chicago, IL

*"Shined through in Office Operations/Administrative Sales Assistant"*

- Liaised between company and its 52 Sales Representatives, providing necessary items for marketing interactions; allowing the sales staff to have one central point of contact for their functions.
- Direct Executive Assistant to Genieco President, Director of Sales, and Director of Marketing to connect those sections of business more seamlessly and to aid with merging of data into a central database.
- Increased sales and product marketability by 32% by attending national shows and events to serve as company representative. Guided the assigned sales representatives as organizational and presentation methods were assessed and improved.
- Increased filing efficiency by 75%, easing records maintenance by developing new standard procedures.

**Education**

The Chicago High School for Agricultural Sciences

**\*Received High School Diploma – June 2003**

Illinois State University - Fall 2003

-Economics, Business Enterprise, and Language Communications courses taken.

**Community Development – Mentoring – Animal Welfare – Blogging – Branding – Public Speaking - Digital Brand Strategy**