

Bret Townsend

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EMPLOYMENT HISTORY

Chief Strategist | Savvy Pro Freelance, LLC | 2016 – Present

- Steers the strategic direction of initiatives by establishing the organizational vision to effectively service small businesses through the delivery of learning and business solutions
- Analyzes the market by conducting research to identify potential client acquisition opportunities; Develops and implements learning and development strategies that align with the client's business goals and objectives
- Conducts needs analysis to identify learning and development gaps and opportunities within client organizations; Translates data insights to inform decision-making and create action plans
- Designs and delivers customized learning solutions, such as workshops, e-learning modules, and coaching sessions, using a variety of adult learning methodologies and technologies
- Builds and maintains strong relationships with clients and key stakeholders to ensure the success of learning objectives; Monitors solutions to assess the effectiveness and implement targeted improvements

Training Officer & Instructor (*Active Reservist*) | U.S. Navy | 2009 – Present

- Leads all unit-level training facilitation, coordination, and planning of classroom and web-based instruction for 35-150 sailors monthly; Serves as a thought leader to ensure the success of learning aligned with the Navy's mission
- Acts as a backup instructor for the Naval Reserve Center to aid with the overflow of students which can exceed trainee participants of 300+ sailors
- Creates lesson plans by assessing the training needs of the unit based on the current readiness data reports
- Pioneers the delivery of training programs and standards to improve productivity and readiness for a unit of 38 sailors
- Oversees the training of up to 35 trainees of all levels for policies, procedures, and administrative tasks associated with project and mission completion

Instructional Content Writer | Synergis (Contract) | 100% Remote | 2022 – 2023

- Partnered with key stakeholders to ensure project deliverables are consistent with the organization's learning strategy; Managed projects from end to end to ensure that deliverables are completed on time and within allocated budgets
- Evaluated current learning assets to identify methods for transformation, enhance delivery, and optimize quality; Housed materials in Learning Management System enabling reporting to accurately measure success
- Created engaging learning experiences that support multiple delivery modalities; Designed and developed supporting materials including reference guides, job aids, and manuals
- Leveraged knowledge of the instructional design process to maximize the impact of training and curriculum design

Curriculum Specialist | CSI Tech (Contract) | 100% Remote | 2021 – 2022

- Developed, proofread, and/or copyedited communication, education, and training materials including facilitator guides, PowerPoint presentations, handouts, and job aids; Incorporated audience-appropriate language and style consistency
- Independently transformed knowledge base for 200+ How-To Guides, Facilitator Guides, and PowerPoints; Maintained a change management log to drive accountability, transparency, and continuous improvement
- Regularly facilitated user-specific Salesforce training sessions across functional departments within the company; Edited and reformatted 85+ How-to guides for migration from the legacy repository to the new Salesforce Knowledge repository

Manager, Learning & Development | Talent Path (Special Project) | 75% Remote/ 25% Travel | 2019 – 2020

- Managed a team of 18 Business Analyst students by providing coaching and leadership to support professional development
- Monitored system updates and changes to apply updates to 40+ documents and guides throughout the release process
- Initiated and introduced document continuity and database creation concepts by owning the tasks of technical writing and information dissemination for teams of up to 70 members

Implementation Specialist & Technical Trainer | Rollins, Inc. | 75% Remote/ 25% Travel | 2013 – 2017

- Executed onsite, classroom, and webinar training of 160+ office and management personnel, 300+ Service Technicians, and 30 internal corporate employees
- Spearheaded initiatives to optimize learning synergy by supporting onboarding for 60+ new employees; Managed, planned, and designed training materials, classroom logistics, and training delivery to drive engagement, performance, and productivity
- Directed the tactical strategy of 24 on-site implementations as team leader; Trained team members and promulgated the use of reporting to track issues and resolve discrepancies

TECHNICAL SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Salesforce, SAP, Google Suite

Government Clearance Level: Secret

AREAS OF EXPERTISE

Instructional Design | Organizational Development | Project Management | LMS Administration | Negotiations | Data Analysis | KPIs | Cross-functional Collaborations | Training & Development | Client Service Delivery | Adult Learning | eLearning Tools | Technical Writing