

# Bret Townsend

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## Training + Implementation Specialist | Facilitator | Curriculum Designer

### EMPLOYMENT HISTORY

#### **Chief Strategist | SavvyPro Freelance, LLC | 2016 – Present**

- Project Management: Steers the strategic direction of initiatives by establishing the organizational vision to effectively service small businesses through the delivery of learning and business efficiency solutions
- Curriculum Design: Creates and facilitates customized learning solutions, such as workshops, e-learning modules, and coaching sessions, using a variety of adult learning methodologies and technologies
- Relationship Management: Builds and maintains strong relationships with clients and key stakeholders to ensure the success of project implementation and learning objectives; Monitor solutions to assess effectiveness and implement targeted improvements
- Infrastructure: Identify and implement the appropriate processes, tools and systems to support development; determine appropriate blend of traditional learning approaches with existing and new technologies to create and deliver best in class learning programs; track statistics and create additional learning and performance metrics as required; evaluate learning programs and effectiveness through the collection of data and feedback
- Consultation: Serve as an internal performance consultant to the organization; design, develop, and deliver effective learning programs for leaders; consult with leaders on professional development planning for implementation

#### **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; Serve as a thought leader to ensure the success of learning aligned with the Navy's mission readiness and core values
- 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
- Develops and implements real-world training and development programs for active-duty responsibilities and tactical analysis in high-risk areas of responsibility worldwide that drive mission-critical decisions

#### **Instructional Content Writer | Synergis - Healthcare (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
- Worked independently to meet deadlines while coordinating with and soliciting input on materials from subject matter experts; developed relationships and worked with SMEs to validate course design and content

#### **Curriculum Specialist | CSI Tech - FinTech (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
- Designed and developed high-quality, scalable learning experiences in collaboration with department stakeholders and subject matter experts to facilitate technical training to internal customers
- Supported detailed needs assessments and requirements-gathering with subject matter experts to determine learning needs and develop outlines, scripts, and storyboards for online and face to face courses

#### **Manager, Learning & Development | TalentPath (Special Project) | 75% Remote/ 25% Travel | 2019 – 2020**

- Managed two teams comprised of 30 + Business Analyst students by providing coaching and leadership skills training to support professional development
- Provided large and small group instruction, lead orientations for new hires, developed training materials, and utilized differentiated learning modules to optimize staff development
- Developed a means of measuring the effectiveness of the training program through surveys, evaluations, key performance indicators (KPIs), performance scorecards, individual performance reviews

#### **Implementation Specialist & Technical Trainer | Rollins, Inc. | 50% Remote/ 50% Travel | 2013 – 2017**

- Executed on-site, 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

- Implemented training and development programs, which included technical, job specific training, leadership development, sales training, train-the-trainer programs, and learning management

#### TECHNICAL SKILLS

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

**Government Clearance Level:** Secret

#### AREAS OF EXPERTISE

Classroom Instruction | Facilitation | Project Management | LMS Administration | Program Development | Data Analysis | Curriculum Design | Cross-functional Collaboration | Leadership Development | Corporate Training | Adult Learning | eLearning Tools | Technical Writing