

EXECUTIVE SUMMARY

Dynamic Learning and Development leader with a proven track record in designing, implementing, and managing comprehensive training strategies that enhance skills and leadership capabilities across organizations. Leveraging extensive experience in inclusive and equitable teaching, adult learning theories/ADDIE, and a back-of-the-room approach, excel in partnering with people-managers and senior executives to assess organizational learning needs and develop tailored training programs. Known for creating best-in-class learning experiences and standardizing training processes in decentralized, multi-site organizations. Use AI, technology, data, and innovative methods and tools to drive growth, leadership development, and organizational success. Initiatives have resulted in a 30% boost in leadership capabilities and team performance with partner organizations. Committed to aligning training initiatives with strategic business goals and compliance with quality and safety standards.

CORE COMPETENCIES

MS Office (365) | Adobe Writer/Reader | PDF Rendering Server | SuccessFactors LMS | Captiva | Wix | Google Apps | Adobe Creator | Zoom Webex | Data Prompter | MS Teams | Project Management Systems | Track Wise Change Management Systems | Symphony Document Management | Salesforce Document Management Systems | ADDIE | Agile Project Management Agile Coaching | Leadership Coaching | Canva | AI Prompting Specialist & Digital Learning | Extended DISC

PROFESSIONAL EXPERIENCE

Independent Contractor, Clementon, NJ

05/2014 - Present

Certified Professional Coach & Facilitator

- Partner with government agencies, corporations, and nonprofit organizations to integrate inclusion and belonging into professional development programs in their institutions. Develop policies, programs, and coaching-based approaches to upskill talent, enhance team engagement, improve leadership capabilities, while boosting cultural intelligence. Manage team project managers and lead the implementation of deliverables to clients' satisfaction. As the principal instructor for ICF-accredited courses, developed, facilitated, and scaled curriculums on building coaching competencies. Established the company as a Level 1 accredited coaching education institution. Trained up to 30 facilitators and ICF coaches on programs and coaching framework.
- Develop and direct stress management and coaching program strategies that align with the client's business and leadership development goals. Integrate and facilitate DISC, MBSR, and Co-Active coaching programs into company culture and values. Determine, author, and lead cross-functional teams that oversee the objectives, policies, and operations for senior and executive leadership capabilities development for international enterprises.
- Use Extended DISC to assess strengths and drive coaching discussions around specific goals. Additionally, serve as a Senior Coach Fellow and coaching consultant for Better-Up, Maven, and Modern Health, engaging in 30 individual coaching relationships monthly with executives and senior leaders worldwide.
- Develop surveys, metrics, case studies, and white papers that capture data, KPIs, and program maturity. Administer assessment and analyze data to ensure programs continuously improve, determine and close gaps, and track progress. As a senior fellow coach, consult with coaching platforms (Better Up, Maven, Modern Health) and support coaching relationships with diverse members. Improve wellbeing scores 50-70%.

BMS, Lawrenceville, NJ

01/2020 - 11/2023

Associate Director, Professional Development Program Lead, 03/2023 - 11/2023

- As an Associate Director at BMS in Lawrenceville, NJ, I designed and led the Professional Development Program, which impacted 33K employees worldwide while managing a \$5M budget. Worked collaboratively and cross-functionally with Human Resource Business Partners, Talent Management, Inclusion & Belonging/Employee Resource Groups, Executive Leaders, and site teams across the company's international market to design training programs. Supported Global People Strategies, scaling L&D programming across EMEA, Latin America, and Canada.

- Interviewed, hired, and supervised vendors to support the rollout of an enterprise-wide portfolio, including coaching and mentoring programs. Guidance was provided to individual contributors and managers on training programs that aligned with business objectives, performance plans, and team project goals.

Associate Director, Culture of Excellence (CoEx), Quality Management Systems, 01/2020 - 03/2023

- In Quality Management Systems, partnered with the senior director, senior leadership, and process owners on CoEx and quality operations strategy. Delivered training for 92 business units with 200 teams, Customized CoEx approaches, coached 50+ team members on lean and agile leadership, and facilitated workshops at manufacturing sites across international markets. Incorporated inclusion and belonging policies into programming.
- Led 70 training events while integrating CoEx into five business units (92 process owners/200 teams) and managed two direct reports and vendors from PwC and North Highland. Developed impactful CoEx messaging, training materials, and metrics reporting tools to monitor success. Rolled out change management program for CoEx pilot.

ADDITIONAL EXPERIENCE

New England College, Boston, MA, Community Psychology Course

Camden County College, Blackwood, NJ, Intro to Psychology Course

Temple University, Philadelphia, PA, Social Cognition Course

Adjunct Professor

Engaged online and onsite students in thought-provoking discussions that reinforce critical thinking. Facilitated course learning outcomes and coached struggling students toward academic success. Provided timely feedback, offered resources, and conducted small online sessions to improve academic and writing skills. Recommended tutoring and additional services as needed. Lectured on psychology topics and current research on applied behavioral science. Organized course content for optimal understanding. Secured a \$10K grant for creating an experimental hybrid curriculum. Managed classes of up to fifty students. Implemented APA guidelines, integrated and administered technology, current events, and research lab.

Pfizer Pharmaceuticals / InVentiv Clinical Research, Collegeville, PA

Consultant: Global Regulatory Affairs Training & Development

Managed Pfizer Pharmaceutical's Global Regulatory Affairs training program, collaborating with key departments and leadership across the enterprise to design programs meeting staff development needs worldwide. Oversaw global regulatory and audit staff training, ensuring alignment with roles and responsibilities. Led new hire orientation, streamlined onboarding, and reduced the learning curve by three months through coaching and implementing a "buddy" system. Assisted employees in career planning and identified third-party training opportunities to upskill and strengthen the talent pipeline. Developed the Global Regulatory Processes, Procedures & Policy database for training programs, reducing duplicate efforts and data reporting inconsistencies by 30%.

EDUCATION & TRAINING

- **Doctor of Philosophy in Psychology** - Northcentral University, AZ
- **Master of Science in Psychology** – Walden, University, Minneapolis, MN
- **Certification of Completion, Organizational Change Management** (January 2024), PMI/LinkedIn Learning
- **Certified Extended DISC Administrator & Assessor** (January 2024), Extended DISC, NA, Inc. - Magnolia, TX
- **Credentialed Professional Certified Coach** (June 2023), International Coaching Federation - Lexington, KY
- **Certified Professional Agile Trainer & Facilitator** (June 2022), ICAgile - Sterling, VA
- **Certified Professional Agile Coach** (May 2022), ICAgile - Sterling, VA

MEMBERSHIP

International Coaching Federation | Former Vice President & Board Member
Current DEI Consultant to The Philadelphia Chapter: 2018 To Present