

PROFESSIONAL SUMMARY

Strategic Learning and Development Leader with a proven ability to design, implement, and direct impactful professional development programs that drive organizational growth and enhance team performance. Adept at aligning training strategies with business goals to foster leadership development, employee engagement, and talent retention. Experienced in developing innovative, multi-modal learning solutions tailored to diverse skill levels, from emerging talent to senior leaders. Skilled in building strong partnerships with stakeholders, facilitating performance assessments, and utilizing data-driven insights to refine and improve program outcomes. Committed to fostering a culture of continuous learning, integrity, and high performance.

KEY COMPETENCIES

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| ▪ Strategic Leadership & Team Management | ▪ Training Facilitation | ▪ Stakeholder Engagement |
| ▪ Curriculum & Instructional Design | ▪ Program Evaluation & Measurement | ▪ Cross-Functional Collaboration |
| ▪ Program Management | ▪ Continuous Improvement | ▪ Vendor Management |

WORK EXPERIENCE

HEMSLEY FRASER, New York, NY (Remote)

08/2022-07/2024

Learning Solution Architect

- Led consultancy, sales strategy, and account management for a global learning and development solutions provider to drive enterprise sales of comprehensive learning solutions.
- Built trusted partnerships with senior stakeholders, including C-suite executives, to align learning solutions with strategic goals, driving growth and performance improvements through collaborative goal-setting.
- Developed strategic learning architectures for customized leadership programs, fostering the growth of emerging talent and supporting career progression across managerial levels, from new managers to senior executives.
- Conducted comprehensive, data-driven needs analyses—leveraging surveys, interviews, and performance management data—to identify skill gaps, clarify client goals, and inform targeted development strategies aligned with measurable outcomes.
- Directed cross-functional teams for seamless project execution, proactively mitigating challenges while maintaining stakeholder alignment.
- Expanded key accounts by identifying long-term client needs, offering value-driven, scalable solutions that contributed to ongoing organizational development and sustained business performance.

CITY UNIVERSITY OF NEW YORK, SCHOOL OF PROFESSIONAL STUDIES, New York, NY 03/2011 – 08/2022**Program Director** | CUNY SPS/NYC Department of Correction Partnership | 2021 – 2022**Deputy Program Director** | CUNY SPS/NYC Office of Child Support Services Partnership | 2019 – 2021**Program Manager, Curriculum** | CUNY SPS / NYC Office of Child Support Services Partnership | 2015 - 2019**Curriculum Developer/Trainer** | CUNY SPS/NYC Office of Child Support Services Partnership | 2011 – 2015

- Progressed from Curriculum Developer/Trainer to Program Director, leading learning and development teams at the NYC Office of Child Support Services and the Department of Corrections.
- Served as a trusted advisor to senior leadership, collaboratively defining training priorities and aligning programs to cultivate a high-performance culture focused on growth and skill development.
- Directed the creation of learning strategies to support major change initiatives, including staff reorganizations, procedural changes, and the adoption of new technologies.
- Led teams of curriculum developers, trainers, and technical writers, managing their work products and performance to produce high-quality training deliverables.
- Implemented data-driven evaluation strategies through surveys, focus groups, and Level 3 assessments to capture actionable feedback, enhance program outcomes, and drive continuous improvement.
- Led complex projects and adeptly navigated conflicts and evolving organizational needs, proactively addressing project risks to deliver high-impact learning solutions on time and within budget.
- Directed the successful adoption of a new LMS, optimizing training delivery and reporting capabilities to meet organizational needs and improve learning outcomes.
- Developed learner communication strategies to engage diverse audiences, ensuring clarity and accessibility of training materials across multiple platforms, including eLearning modules, in-person sessions, and virtual delivery formats.
- Managed vendor relationships from selection to contract negotiation and monitored performance to ensure service quality and drive continuous improvements.

PR NEWSWIRE, New York, NY**02/2005 – 03/2011****Director of Curriculum Development** | 2009 - 2011**Manager of Instructional Design** | 2007-2009**Trainer** | 2005 - 2007

- Progressed from Trainer to Director, leading the design and facilitation of training programs that supported all aspects of the business, from onboarding to sales enablement.
- Championed initiatives that fostered a culture of high performance and collaboration across sales, product, and operations teams to enhance training relevance and effectiveness.

EDUCATION

Howard University, Washington, D.C.

Bachelor of Arts in Communications, Magna Cum Laude

New York Institute of Technology, New York, N.Y.

Advanced Certificate in Instructional Design for Global eLearning