

TRANSFORMATIONAL LEADER DRIVING ENHANCED LEARNING PROGRAM STRATEGY & DELIVERY

Dynamic and solutions-focused Certified Training and Development Professional with 12+ years of management experience, strategic planning, learning program development and delivery utilizing different models including technology to solution training (VILT, ILT, eLearning, live streams, etc.). Expertly assesses organizational gaps and designs instructional programs partnering with SMEs and stakeholders at all levels throughout the organization while unifying teams to optimize content and delivery methodology to maximize returns. By leading with integrity and a people-oriented approach, establishes trust and respect while driving a continuous improvement model for professional development and realizing a long-term culture of continuous learning within an organization.

CORE SKILLS & ABILITIES

- Relationship Building
- Instructional Design
- Teaching & Facilitation
- Public Speaking
- Strategic Planning
- Change Management
- Industry Research & Trend Identification
- Program Compliance Management
- Performance Coaching
- Leadership Development
- Team Leadership
- Presentation Delivery & Reporting

PROFESSIONAL EXPERIENCE

[William F. White International](#)

2006 – Present

Leading provider of production equipment rentals within Canada's film and television industry.

National Manager, Education & Training

(2014 – Present)

Manager, Education & Training

2011 – 2013

Client Service Representative

2007 – 2010

Warehouse Associate

2006 – 2007

Visionary leader with a broad scope of accountability focused on designing, planning, and implementing the organizational development strategy for role-specific onboarding and health and safety compliance learning initiatives and infrastructure on a national scale. Leads a national team of learning and development professionals to expertly assess needs, plan training, schedule, design content, source vendors and support the transfer of learning for a role-diverse workforce. Key priorities include employee engagement, leadership development, and helping to facilitate cultural change within the organization.

Selected Accomplishments:

- ✓ **Created the Education and Training Department in 2011 to address key knowledge, skills, and abilities gaps while helping to improve people, efficiency, and performance driving an education-first culture that leverages informal and formal training modalities to define regional and national level learning goals.**
- ✓ **Managed development and national implementation of a 2-year training plan for an inventory software program, designing the training curriculum based on cutting-edge industry trends. Facilitated training workshops for 300+ people in a 450-employee company, touring 8 sites across 5 provinces in Canada during two separate time periods.**
- ✓ **Directed a 4-month national Executive Leadership Development Program, through capitalizing on a multi-phase approach to ensure alignment with personality types of senior leaders. Promoted enhanced awareness for personal leadership styles, and collaboration amongst executive leaders, driving efficiency, stronger performance, and executive decision-making.**
- ✓ **Championed the rollout of 7 external programs focused on breaking down barriers within the film industry, offering workshops to instruct disadvantaged populations with hard skills to obtain employment and fill industry labour gaps. One such program was a Lighting and Grip Workshop, with women-only offerings, focused on empowerment based on described challenges.**
- ✓ **Designed and facilitated custom-built leadership and management development programs for newly promoted and experienced company managers and seasoned industry film/television technicians. Focused on enhancing communications skills, management style, trust building, and conflict resolution with follow-up coaching sessions to help support the transfer of learning.**
- ✓ **Secured full compliance across a 500-person company across 15-20 different health and safety-based subjects, by accurately assessing gaps, directing the development of a national Health and Safety Policy, and both developing and facilitating training workshops to effectively bring the company into legislative compliance.**

PROFESSIONAL EXPERIENCE (CONTINUED)

Key Responsibilities:

- **Strategic Planning:** Devises long-term plans and designs critical paths in national and regional-level learning programs, consulting with senior managers to determine key growth needed within time frames, examining current state and future state in gap analysis, and alignment with overarching business vision to prioritize corporate training needs.
- **Performance Management & Leadership:** Manages performance of direct reports according to established KPIs, conducting annual appraisals while demonstrating a firm, but approachable style of leadership to maximize accountability, transparency, and effectively deliver guidance to promote skillset development.
- **Hiring & Training:** Performs all hiring and onboarding within department, guiding professional development through tailored training to maximize performance of department holistically. Collaborates closely with HR to develop and continually administer standardized national training for onboarding of new hires on a national level.
- **Instructional Design:** Performs needs assessments and designs full-scale curricula to individual learning experiences which cover subjects including software training, equipment operation, health and safety, and leadership development. Considers factors including scalability and scheduling for national-level programs, showcasing exemplary organizational and coordination capabilities. Utilizes a diverse range of supplementary resources to define industry standards and collaborate with SMEs to develop high-impact programs and maximize returns.
- **Project Management:** Coordinates and manages projects toward seamless program implementation and delivery, determining stakeholder expectations and required resources through effective communication, decisive leadership, strong business acumen, and an ability to adapt as required to changing project parameters while meeting budget expectations within specified timeframes.
- **Teaching & Facilitation:** Leverages a hands-on approach to instructional program delivery, facilitating programs personally to maximize knowledge transfer while adjusting pace and flow based on learning styles of group. Delegates program facilitation to external vendors or direct reports based on expertise to ensure program credibility.
- **Relationship Building:** Builds relationships with cross-functional leaders in a diverse range of departments, obtaining insight into interdepartmental needs. Establishes streamlined communication and builds trust to promote training program development that accurately assesses organizational needs and drives widespread benefit.
- **Vendor Management:** Prospects and nurtures expansive vendor network, assess course content alignment with current training needs and regulatory compliance. Evaluates price point as an additional data piece to determine optimal outsourcing options.
- **Solutions Development:** Conceptualizes solutions to performance-related issues through in-depth root-cause analysis, communicating with departmental leaders to obtain further insight. Works collaboratively to implement effective solutions that resolve problems identified in investigative assessments, while promoting sustainability by consulting on process changes.
- **Program Evaluation:** Actively promotes a learning culture rooted in continuous improvement and conducts research to gather information regarding industry standards and examples within companies to aid program design. Consolidates and utilizes evaluations from workshop attendees, annual reviews, and departmental leadership to optimize programs.

EDUCATION & CERTIFICATIONS

Bachelor of Fine Arts (Hons.) OCAD University	2004
Certified Training & Development Professional The Institute for Performance & Learning	2019 – 2025
Mental Health First Aid Canadian Mental Health Association	2021 – 2024
JHSC Member Certification Ontario Government	No Expiry

TECHNICAL ACUMEN

Microsoft Office Suite | Adobe Creative Suite | MS Teams | WebEx | Zoom | Live Streams | HCM Systems |
 Learning Management Systems | Inventory Software: Rental Tracker Pro & RentalWorks | Salesforce |
 Video Production & Post-Production | Lighting & Grip | Visual & Graphic Arts |
 Articulate Storyline + RISE (in progress) | Vyond (in progress)