

## Talent Learning Leader & Executive Professional Profile

**Multi-award-winning future-focused learning industry executive, author, mentor, board advisor and leader. Experience in building and leading learning organizations, learning innovation, developing over 1000 hours of adult learning, and implementing strategic learning services across leading fortune 500 global organizations.**

Succeeded in building and leading large global learning teams and organizations for internal and commercial success. Proven track record in executive leadership, operations excellence, curriculum design, software implementation, and post-training analysis/review to measurably improve staff skillsets and achieve corporate objectives. Inspiring people leader, instrumental in building and leading top-performing, customer centric teams. Innovator with deep proficiency in developing performance-improvement solutions, strategies, processes, and innovative training tools. Strong business acumen with expertise in understanding and dealing with complex business situations for improving productivity. Trusted advisor, board member, and consult to several clients/organisations on leadership, learning ecosystems, learner journey design and problem-solving.

### Areas of Expertise

- Executive Leadership
- Learning Organisational Development
- Digital Transformation
- LMS & Learning Portal Management
- Curriculum Development
- Business Finance Management
- Data Analysis
- Learning Ecosystems
- Programme & Project Management
- Certification/Accreditation Partner Mgt
- Executive Leadership and D&I Learning
- Problem Solving & Innovation

### Honours & Awards

CLO Magazine: Top Young Training Professional

3 Brandon Hall Awarded Programmes

Adobe: CEO Award Adobe Training Partner of the Year

National Honour for Outstanding Achievement in Business, Business Professional Women's Association

Board Member: Brainflips Inc.

---

### Career Experience

---

**HARVARD BUSINESS SCHOOL PUBLISHING (HBSP), Cambridge**

**2019 – Present**

#### Principal Partner, Corporate Learning

Thought leader in learning strategy, corporate leadership, digital transformation, business operations, and problem solving. Trusted advisor to high profile Harvard clients. Building learning for the future rooted in proven instructional design: designing and delivering in-person, digital, virtual, and coaching learning solutions with integration of cutting-edge technologies.

- Designated thought leader for Learning Operations, Digital Transformation, Women's Leadership. Function as Diversity, Equality, Inclusion, and Belonging (DEIB) ambassador for HBSP.
- Mentor and coach for all level of leaders, young careerist to senior executive leaders
- Worked within executive team to improve culture and employee experience at HBSP
- Established Ombudsman practice for HBSP
- Chaired valued executive leadership programmes, focusing on women and underrepresented leaders in business
- First to integrate augmented and virtual reality into Harvard leadership programs
- Designed solution for HBSP-CL content management and manage partner relationships

**MCKINSEY & COMPANY, Washington DC**

**2017 – 2019**

#### Senior Learning Solutions Expert

Delivered firm-wide recognised programmes for senior partners, new hires, and mid-level consultants in the topics of leadership, risk, diversity & inclusion, and problem solving. Consultant and thought leader for learning strategy.

- Consistently credited by top management as inspiring people leader of teams within organisation

...continued...

- Innovated New Hire learning solutions to provide scalable services for 27K consultants worldwide
- Rationalised design of global client service professional onboarding programme for new hires in 2018 through development of firm-wide, high-rated initiative
- Introduced virtual reality and augmented reality into learning experiences for the firm

**XEROX CONSULTING SERVICES**, London

**2012 – 2017**

### **Senior Director – Learning Operations Europe**

Director of all learning service operations for Xerox Europe. Delivered executive-level training support to multinational firms, headquartered in London, UK. Oversaw all aspects of learning services management with \$300M budget. Served as senior business consultant fulfilling interim executive learning roles for clients, streamlined global operations for two multibillion-dollar companies. Implemented required changes for continuous process improvement. Built, led, and motivated global learning and client development support team. Managed shared services operations, sales, learning strategy, courseware development, and blended learning development and implementation.

- Established vendor collaboration across U.S. and EMEA, thereby accomplishing programme success
- Led Salesforce integration for EMEA sales and delivery team
- Created first program to use AI in the learning experience
- Supported internal AI implementation for Learning Services Business

**EXPERTUS, INC.**, Washington DC

**2006 – 2012**

### **Senior Director – Learning Solutions**

Headed 75-member learning design, delivery and strategy business. Functioned as senior business analyst and executive leadership coach for global clients, focusing on large-scale learning initiatives. Grew existing product lines for e-Learning, classroom training, mobile learning, and VILT by launching innovative learning products. Established collaborative work environment for global development teams along with advancing processes and technologies.

- Spearheaded entire aspects of end-to-end implementation of bespoke learning programmes
- Generated 100% YoY growth of e-Learning business for three consecutive years
- Secured new clients – Microsoft, Google, Abbott, GSK, Verizon, Halliburton, Quintiles, Abbott, REI
- Saved e-Learning production time by 50% by deriving process improvements
- Appreciated by top management for outstanding performance in client management, business development, presentation, and industry knowledge

**REMOTESITE, INC.**, Washington DC

**2001 – 2006**

### **Chief Executive Officer**

- Built multimillion dollar consulting business and awarded Adobe training company of the year 2006
- Introduced process improvements that decreased COGS by 25% in year two
- Launched new products for company in 2004 that contributed to 40% increase in business.
- Increased revenue by 300% in FY 2004 using integrated digital marketing and channel partner alignment
- Built and managed partner relationships with executives, technical, sales/marketing contacts
- Oversaw 15 training sites delivering classroom training for multiple products
- Build Award Winning Adobe Training & Consulting Organization
- Designed strategic financial matrix to determine the types of partners and activities necessary to grow the product base and maximize revenue

---

## **Education**

**Bachelor of Science**

Southeast Missouri State University, USA

---

## **Professional Developments**

**Organisational Psychology**, In-Progress Harvard Business School, Boston, Massachusetts

**Disruptive Strategy and Data Analytics Certificate**, 2019/2022 Harvard Business School, Boston, Massachusetts

**International Business Management Certificate**, 2010 Georgetown University, Washington, D.C.