

AMANDA WOLLERT

LANSDALE, PA

TALENT DEVELOPMENT SENIOR LEADER

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EXPERTISE

Organizational Development - Strategic Planning - Curriculum Development - Problem Resolution - Data Analytics - Performance Management - Curriculum Planning - Stakeholder Relationships - eLearning - Change Management - Recruitment - Training, Coaching & Mentoring – Adult Learning - Strategic Direction

An accomplished and innovative leader with experience in designing and delivering comprehensive training programs, managing large-scale projects, and mobilizing key stakeholders to address business challenges. A dedicated team player who can quickly contribute by:

- **Working collaboratively to build organizational capacity through curriculum design, virtual training, and content development**
- **Leveraging management skills to resolve root causes of complex and diverse issues**
- **Providing detail-oriented project and performance management that produces results and meets business objectives**
- **Creating strong relationships that enhance employee talents, productivity and retention rates**

Well-educated for this field, hold a Bachelor of Science (BS) degree in Recreation and Leisure Services Management and English from East Stroudsburg University, East Stroudsburg, PA. Also earned Gamification Certification in 2018, Articulate 360 Certification in 2017 and a New Jersey Teaching License in Elementary Education in 2004, and was selected to participate in a 6 month Minority and Women's Leadership Training Program in 2009 that taught core leadership capabilities.

WORK HISTORY & SELECT ACCOMPLISHMENTS

CALIPER — A PSI BUSINESS

Philadelphia, PA

Feb 2019-Present

Scientific employee assessment to predict performance and drive talent management

DIRECTOR OF TRAINING SOLUTIONS

Key Responsibilities: Hire and manage a team to create innovative competency-based micro-learning in support of company expansion. Develop critical intelligence related to company's products and go to market strategy. Manage nine direct reports.

Key Accomplishments:

- Created processes critical to success of newly created team.
- Implement training initiatives with clients, advising on best practices and current trends.
- Completed two large-scale projects on time and within budget.
- Built a new training team to support a new product line.

BAYVIEW LOAN SERVICING

Horsham, PA

Apr 2016-Feb 2019

Mortgage origination company focused on helping people stay in their homes.

INSTRUCTIONAL DESIGNER & TRAINER

Key Responsibilities: Conducted instructional research and analysis on learners and contexts. Collaborated with Subject Matter Experts (SMEs) to deliver curriculum that supported business objectives and training needs.

Key Accomplishments:

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- Introduced first eLearning training module to accommodate rapid growth of company. Created engaging activities and compelling courses that matched company end goals, enhanced employee retention, and decreased transfers.
- Performance management: Supervised the design of workflow for all consumer direct lending departments that resulted in a 30% reduction in loan times and an increase in company efficiency.
- Managed new Veteran's loan origination platform that allowed agency to close more loans faster and increased profitability.
- Developed program for new sales team hires. Hit goal of on-boarding 300 new salespeople in less than three months.

NATIONAL EDUCATION ASSOCIATION (NEA)

Montgomeryville, PA

Mar 2014-Apr 2016

Largest labor union and professional interest group in the United States

INSTRUCTIONAL DESIGNER & TRAINER

Key Responsibilities: Cultivated and launched virtual training syllabus for new and seasoned professionals. Facilitated online training and leveraged performance management to ensure learner engagement.

Key Accomplishments:

- Led multiple training sessions designed to help meet needs and objectives, expand state capabilities, and enhance knowledge from company to company.
- Developed online courses based on core competencies to support leaders across the country who worked in public education.
- Helped design new hybrid legacy internship program leveraging technology – a class via Adobe Connect. First iteration of program graduated 12 interns who were hired by targeted organizations.

PENNSYLVANIA STATE EDUCATION ASSOCIATION (PSEA)

Montgomeryville, PA

Dec 2010-Apr 2016

Provides support to more than 187,000 professionals working in the field of education in Pennsylvania

UNISERV DIRECTOR

Key Responsibilities: Adviser to the second-largest healthcare consortium in the state as an SME during the administration of medical benefits, negotiations of contracts, and planning of compensation strategies. Oversaw 13 teams while managing short-and long-term goals and projects, succession planning, and change management. Managed 14 sites.

Key Accomplishments:

- Collaborated with key partners to form and execute strategies as they pertained to the management, training, and overall production of programs including five-year strategic plan.
- Reduced consortium healthcare costs by up to 25% while maintaining equal or better coverage.
- Improved content and format for statewide conferences concluding in a 30% boost in attendance and sales.
- Educated school districts on how to reduce expenses.

NEW JERSEY EDUCATION ASSOCIATION

Flemington, NJ

Jun 2009-Dec 2010

Largest labor union and professional interest group in the United States

UNISERV CONSULTANT

Key Responsibilities: Offered advice and assistance to state organizations with the sole mission of ensuring success by promoting excellence in the public education sector. Partnered with key shareholders to identify goals, define requirements, and generate keynote essentials for successful execution of all plans. Developed organizing plans to support specific groups.

Key Accomplishments:

- Coordinated statewide training events.
- Served as chief negotiator for several associations managing proposals, communications, and

execution of the entire process.

HILLSBOROUGH BOARD OF EDUCATION
Hillsborough, NJ
Aug 2004-Dec 2010
School district employer for Hillsborough, NJ

TEACHER

Key Responsibilities: Created and delivered lesson plans that aligned with all state standards. Assessed, recorded, and provided feedback for student progress. Created newsletters and materials to distribute to parents and caregivers. Served as adviser to the school principal.

Key Accomplishments:

- Developed and implemented new programs that increased achievements and progress for all students.
- Designed a science curriculum for all fifth-grade teachers, ensuring to adhere to all state standards and Common Core.
- Nominated for *Teacher of the Year*.

PROFESSIONAL ASSOCIATION EXPERIENCE

ASSOCIATION FOR TALENT DEVELOPMENT, Greater Philadelphia Chapter, Philadelphia, PA, Jan 2017-Present
Professional membership organization supporting those who develop knowledge and skills of employees in organizations around the world

PRESIDENT – JAN 2019-DEC 2019

Key Responsibilities: Led a nonprofit organization comprised of over 300 talent development professionals.

Key Accomplishments: Established strategic vision with board members and implemented long-term goals. Provided pro-active program management.

ADDITIONAL VOLUNTEER EXPERIENCE & COMMUNITY SERVICE

Inaugural Conference Coordinator, ATD Forte Conference NYC, Association for Talent Development, Jul 2019-Apr 2020; Selected to gather presenters for the first regional conference; responsible for running the Program Innovation track – created project plans and templates for future use.

President, Greater Philadelphia Chapter, Association for Talent Development, Jan 2019-Dec 2019; Prior: President-Elect & Vice President Marketing and Communications

Conference Programming Chair, Association for Talent Development, Northeast Region, Jan 2019- Dec 2019

Board Secretary, Pennsylvania Staff Organization/National Staff Organization, State College, PA; Jul 2014-Apr 2016

First Place in Category, 5k Rush Hour Run, Fort Washington, PA, Apr 2017

TECHNOLOGY TOOLBOX

Microsoft SharePoint and Suite, Articulate 360 including RISE, Snagit, Adobe Editor, Encompass, WestVM, Microsoft Office, Microsoft Excel, Box, Wild Apricot, Google Suite, Zoom, QuickBooks, Trello, Vanilla (virtual community), GoToMeeting, GoToTraining, WebEx, Dropbox, Adobe Connect, Intrepid

HARD SKILL LIST

Agile, Analysis, Application Development, B2B, Best Practices, Business Process Development, Business Strategy, Change Agent, Change Management, C-Level Relationship Management, Contract Administration, Contract Compliance, Contract Management, Contract Negotiations, Convention & Event Planning, Course Design, Course Development, Curriculum Development, Distance Learning, Diversity, E-Learning, Health Care Management, Human Resources, Implementation Management, Instructional Design, Knowledge Management, Learning Strategy, Motivation, Multiple Projects, Needs Analysis, Needs Assessment, Negotiations, Organizational & Workforce Development, Organizational Development, Performance Improvement, Personality Profiles, Post-Sales Support, Process & Productivity Improvements, Process Improvement, Product Development, Product Launches, Program Design, Program Development, Program Evaluation, Sales Support, Staff Development, Strategic Planning, SWOT & Needs Analysis, Talent Management, Team Building, Training, Training and Development, Training Design, Training Program Design & Delivery, Performance Management, Management Experience, Research, Strategic Direction, Analyze Data, SAP, Presentation, Partnership, Oracle, Metrics, HRIS, Industry Trends, Continuous Improvement, Facilitation Skills, Focus, Learning solutions, Organizational Change, Project Plan, Analytics, ERP, Calibration, User-Friendly, Adult Learning, Time Management, Adult Learning Theory, Reporting, Technical, Learning Management System, Project Management, Customer Service, Government Relations, LMS, Training Curriculum, Management System, Fundraising, Lifecycle, Project Management Skills, Executive Team, Recruitment, Human Resources, Brand, Framing, Human Capital

SOFT SKILL LIST

Team Leadership, Labor Relations, Leadership, Leadership Development, Employee Development, Employee Relations, Public Speaking, Relationship Management, Leadership, Flexibility, Remote, Impact, Influence, Collaborative, Meet Deadlines, Vision, Collaborate, Proactively, Creativity, Dedication, Driven, Encouraging, Flexible, Friendly, Instruction, Intuitive, Motivate, Passion, Proactive, Resourceful, Communication Skills, Decision-Making, Goal Setting, Learning initiatives, Problem Solver, Track Record, Ability-to-Analyze, Oral Communication Skills, Proven Track Record, Collaboration, People-focused, Communication, Collaboratively, Management Skills, Professional Manner, Inspire, Integrity, Judgment, Interpersonal Skills, Problem Solving, Work Independently, Ability to Lead, Can Do Attitude, Excellent Interpersonal Skills, Problem Solving Skills, Time Management Skills, Leadership, Impact, Driven, Collaborative, Vision, Integrity, Creativity, Strategic Thinking, Persuasive Communicator, Accountability, Leadership Skills, Mission Driven, Confidential Information, Leadership Experience, Competitive, Coordination, Creative, Curious, Empathetic, Energetic, Inspiring, Increase Awareness, Listener, Passionate, Persuasive, Quantitative, Respectful, Sensitive, Accountable, Develop Training, Executive Leadership