



Quintessence A. Tucker

CONTACT

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Rancho Cucamonga, CA

TECHNICAL SKILLS

Course Authoring Software: Articulate Storyline 360, Rise, Engage, Replay, Presenter, and Peek, Snag It

Microsoft Office: Word, Excel, Publisher, PowerPoint, Outlook, SharePoint, Teams, OneNote, Snipping Tool

LMS Administration, Instructional Design, Curriculum Development, In person/ Virtual Facilitation, Project Management, Storyboarding, Audio, Video, Graphic Design, Adobe Acrobat, Data Management & Analytics, Technical Writing

CERTIFICATIONS

- ☑ Certified Total SDI Facilitator
PSP (Core Strengths®, TotalSDI®)
- ☑ Certified Instructional Technologist
Mager Consortium
- ☑ Instructional Module Development (IMD)
Mager Consortium
- ☑ Criterion Referenced Instruction Foundations
Mager Consortium
- ☑ Criterion Referenced Instruction
Mager Consortium
- ☑ Building Better Job Aids
Mager Consortium
- ☑ Articulate Storyline Certificate
Association for Talent Development (ATD)

QUINTESSENCE TUCKER, C.I.T

Sr. Training Specialist/Training Manager, Manager, Learning & Development

PROFILE

Certified Instructional Technologist offering 10 years of experience in educating professionals at a corporate level. Resourceful and innovative with experience in designing e-learning, curriculum development and training programs aligning with clients' strategic goals, mission and vision while consistently pursuing opportunities to improve service delivery.

WORK EXPERIENCE

Sr. Training Specialist

Co-op Solutions | 2021 – Present

In addition to the responsibilities from the HR Training Specialist position

- Designs, implements, manages, and continuously improves primary development programs
- Acts as a partner to with needs assessments, program development and facilitation, performance management and other development needs and activities
- Works collaboratively with program sponsors to identify, develop, and manage strategic leadership development programs, tools, and processes to build leadership capability in alignment with business objectives.
- Consults with HR Business Partners and key business stakeholders to continually build relationships.
- Works closely with senior management team to identify and anticipate learning needs of leaders. Ensures integration of core programs, curriculum, and concepts.
- Responsible for reporting risks that are identified to the appropriate team and/or management. Additionally, responsible for managing, monitoring, and reporting risks within the scope of your work area, to include, but not limited to Information Security risks.
- Actively supports and embraces our core company values

HR Training Specialist

Co-op Solutions | 2016 – 2021

- Applied instructional design methodologies to design, develop, implement, and evaluate relevant and high-quality blended learning solutions for all levels of staff
- Utilized current technology to develop interactive and engaging e-learning courses for our LMS utilizing blended learning approaches
- Partnered with subject matter experts and content owners throughout the development cycle to ensure training programs meet the business needs
- Applied project management skills to ensure stakeholders are kept abreast of progress and ensures the timely completion of projects
- Assisted in developing training programs that enhance employee on-boarding and continued professional development. **(Continued on the next page)**

- Designed, developed, and delivered training for company systems
- Assisted end-users of the HR systems through training and support.
- Develops a variety of learning and performance support solutions such as system simulations, multimedia visual aids, computer tutorials, learning aids, user's guides, and reference materials
- Facilitated training classes and workshops for internal staff
- Conducted program administration needs such as communications, scheduling, roster management, materials production, facilities coordination, etc.
- Assisted with updating training programs to keep current with new training topics and techniques
- Developed assessments to measure progress and to evaluate effectiveness of training, making recommendations for modifications
- Performed administrative functions of the Learning Management System, including but not limited to - adding/deactivating users, running reports, creating/recording events, assigning/un-assigning courses, curating and marketing content

Training & Development Specialist

DS Services | 2011 – 2015

- Trained, managed, and mentored new customer service representatives.
- Successfully managed the activities of team members in our multiple locations.
- Created training manuals targeted at developing a strong knowledge of company products and services, maximized customer satisfaction, and improved service quality, increased sales and resolving even the most difficult customer issues.
- Supported and developed a rapport with representatives and staff, assisted with handling difficult issues by communicating and maintaining clearly defined expectations.
- Collected, monitored, and evaluated customer service requirements, resolved customer service questions, issues and complaints.
- Aided in recommending, developing, and implementing changes to our existing department policies and procedures. Increased the accuracy, efficiency, and responsiveness of the customer service department.

EDUCATION

Southern New Hampshire University

2022 – Current

Major: Business Administration with Focus on Organizational Leadership

Park School

1999 - 2001

High School Diploma

Junior & Senior Year

Major: General Studies

GPA: 3.95

Valedictorian

VOLUNTEER WORK/ACTIVITIES

Co-Lead and Founder

Black Fintech Professionals ERG

2021 – Present

The Black FinTech Professionals (BFTP) Engagement Resource Group in partnership our company's DE&I Council was created to build awareness of the unique socioeconomic experiences and challenges that many African Americans face in their personal and professional lives. Our group aimed to leverage new understandings of these differing backgrounds and experiences to build a sense of belonging and purpose in the workplace. We bring a dynamic group of professionals together through coaching and career development opportunities as well as social activities.