

# Jill Pearson

jill.pearson@mac.com

919.518.6508

**Learning & Performance Expert** • Propelled large retail tire company to increase internal promotion rate by 52% through the creation of effective ongoing manager development program.

**Collaborative Innovator** • Collaborated with Apple design teams to create and implement new remote retail training programs to effectively train seasonal hires, saving over 20% in seasonal hiring expenses.

**Strategic Business Partner** • Partnered with Director of Operations and VP of Human Resources to pioneer Salt & Straw ice cream company L&D vision, strategy, and execution, supporting a growth rate of more than 300% over 4 years.

**Detailed Project Manager** • Spearheaded over 50 successful learning projects each valued up to \$1M, by leading teams of internal designers and external vendors and managing client relationships, with a repeat client rate of over 80% and a net promoter score of 71.

**Engaging & Experienced Facilitator** • Facilitated onboarding and training for over 1000 employees while opening 17 new Apple Retail locations; Facilitated onboarding and leadership training for all employees of Salt & Straw ice cream as first member of training team.

## **Judge Learning Solutions • Remote**

*Learning & Development Program Manager • 1/23 - present*

*Senior L&D Project Manager • 1/22 - 1/23*

*L&D Project Manager • 7/20 - 1/22*

- Manage up to ten client portfolios and/or complex learning development projects simultaneously, delivering high-quality and award-winning outcomes on time and within budget.
- Identify and drive performance strategy for clients through needs analyses, change management, and program evaluation solutions resulting in measurable improvements in employee engagement, training experience, learning attainment, and organizational performance.
- Partner with cross-functional leaders to establish and oversee budgets, resourcing, contracts, performance standards and learning strategy to ensure successful attainment of JLS sales goals including an average 18% increase in sales year over year.
- Achieved recognition for outstanding performance through two 2022 Brandon Hall Gold Awards in Talent Management and Learning & Development and a place on The Judge Group's 2022 Women's Employee Spotlight for demonstrating exceptional leadership, core values, and client outcomes.

## **Salt & Straw Ice Cream • Portland, OR**

*Learning & Development Manager • 1/19 - 3/20*

*Operations Services Manager • 1/18 - 3/19*

*L&D Specialist • 4/16 - 1/17*

- Designed, developed, and delivered training on leadership, hospitality, operations, and communications, resulting in consistently high quality service and management across central kitchens and retail locations.
- Collaborated with Human Resources to plan, develop, and facilitate four annual Salt & Straw University leadership experiences for over 75 managers, leading to stronger employee engagement and development, team building, and strengthened adoption of brand mission and values.
- Orchestrated remote cross-functional teams to construct and open 8 new shop locations, including a high-profile shop at Disneyland and a pop-up at Coachella, on-time and under budget by an average of 10%.
- Managed implementation of Lean process improvement project to create more efficiency for kitchens and store teams and reduce excess inventory by 15%.

**Apple** • Regional Field Trainer • Remote • 3/06 - 3/08

- Partnered with retail leadership teams to identify performance development opportunities and craft solutions across 25 stores in the Northeast Region, including 3 high-profile flagship locations, resulting in higher quality customer service, improved sales techniques, and greater service conversions.
- Collaborated with Apple design teams to create and implement a new hybrid manager training experience for all retail managers

## ADDITIONAL EXPERIENCE

**Concept Entertainment** • Graphic Designer • OR • 2015-2016

**Whole Foods Market** • Graphic Designer • NC • 2013-2015

**The Lake House** • Sports Bar Owner and Operator • NJ • 2008 - 2012

- Developed business plans, secured funding, and executed all operational tasks associated with opening a new restaurant and bar.
- Led a team of 20+ to establish and run \$2M business.

## EDUCATION & CERTIFICATIONS

**Executive Certificate: Project Leadership**

Cornell University - 2022

**Master of Science: Organizational Performance & Workplace Learning**

Boise State University - 2020

**Associate Professional of Talent Development**

Association for Talent Development

**Bachelor of Arts: Education & Child Development**

Connecticut College

## DESIGN & TECHNOLOGY SKILLS

- Highly experienced in Adobe Creative Cloud, Articulate Storyline 360, Vyond, Captivate
- Project Management Software (Smartsheet, Trello, Zoho)
- Learning Management Systems (Workday, Success Factors)
- Microsoft and Google platforms

## PUBLICATIONS

Pearson, J.H. (2020) Engaging a belief in learning styles to encourage a growth mindset. *Performance Improvement*, 59(7), 19-24.

Pearson, J.H., Giacomo, L.A., Farid, A., Sadegh, M. (2022) A systematic multiple studies review of low-income, first-generation, and underrepresented, STEM-degree support programs: Emerging evidence-based modules and recommendations. *Education Sciences*, 12(5), 333.