

Leadership Development Professional

Relationship-savvy and resourceful executive with over 15 years of experience, a passionate growth mindset and rich understanding in driving organizational performance through strategic learning, talent, and development initiatives.

Instrumental in building high-performing teams, orchestrating innovative leadership and talent training programs, and aligning learning frameworks with business objectives. Adept at assessing performance needs, developing customized curricula, and leveraging cutting-edge technologies and instructional methodologies to deliver effective solutions. Highly skilled at collaborating with multi-level cross-functional teams, and establishing and cultivating relationships with remote teams, stakeholders, and executives. Influential leader known for fostering innovation, promoting inclusion, and cultivating a supportive learning culture.

Areas of Expertise

- Talent & Performance Management
- Team Leadership & Management
- Cross-functional Collaboration
- Learning & Development Strategy
- Leadership Upskilling
- Learning Management Systems
- Adult Learning Design & Solutions
- Employee Engagement & Retention
- Continuous Process Improvement

Career Experience

Judge Learning Solutions, Remote

2020 – Present

Leading provider of strategic learning solutions including staffing, change management, and custom learning creation for companies of all sizes and industries.

Learning & Development (L&D) Program Manager

Orchestrate oversight of up to five client relationships, (avg. size of partnership \$500K) simultaneously, supporting execution of multiple full-cycle, intricate talent development projects from analysis and design to development and implementation through employment of agile and ADDIE methodologies. Collaborate with cross-functional teams to identify learning and organizational performance needs, develop strategy, and deliver engaging learning experiences aligned with institutional goals.

- Promoted from L&D Project Manager to L&D Program Manager by delivering exceptional performance, thorough and concise communication, and successful program relationships and outcomes.
- Build and cultivate strategic partnerships with over 35 different clients including global leaders in technology, finance, pharmaceuticals, retail, and energy to spearhead \$5M+ in high-impact organizational learning initiatives, spanning leadership development, onboarding, safety, compliance, technology, and diversity initiatives.
- Increased departmental growth by 18% by delivering outstanding client services and executing development and implementation of robust learning solutions, including virtual, instructor-led, eLearning, and video programs.
- Achieved 120% improvement in employee engagement for major restaurant chain through development and implementation of blended learning leadership program.
- Maximized internal promotion rate of 52% for major automotive retailer by incorporating evidence-based strategies, including needs assessment, competency profile development, and creation of an effective upskilling program.

Salt & Straw, Portland, OR

2016 – 2020

Fast-growing artisan ice cream company with currently over 40 retail locations across the US, multiple manufacturing locations, and a large online DTC business.

Learning & Development Manager

Created L&D department from ground up and established company-wide strategies, processes, and standards while serving as first learning specialist and then manager. Directed cross-functional teams to orchestrate leadership development initiatives, such as conducting multi-day summit events and providing training sessions for assistant, general, and district managers. Devised and fostered culture of continuous learning and growth across enterprise by applying communication and collaboration tools, enhancing team members' training capabilities, and providing mentorship to managers, resulting in greater staff retention, internal promotions, and strategic alignment across the organization.

- Supported 300% workforce growth for 3K frontline and production staff within four years by formulating and employing transformative organization-based learning and talent strategy while serving as learning and development manager.

- Upskilled and onboarded over 150 managers at multiple levels through the design, development, and implementation of foundational leadership development program.
- Decreased excessive store inventory level by 15% and improved efficiency for kitchen and store teams by streamlining full-cycle Lean process development project.
- Received promotion from L&D Specialist to Operations Services Manager position and then L&D Manager by exhibiting strong leadership and analytical skills and showcasing strong work ethic across departments.

Additional Experience

Graphic Designer, Freelance/Multiple **2012-2016**

People & Operations Director, The Lake House Bar & Restaurant, Loch Arbor, NJ **2008-2012**

- Ran all operations and people functions for busy \$2M bar and restaurant in NJ beach town.

Regional Field Trainer, Apple, Remote **2006-2008**

- Facilitated onboarding and training in products, sales, and customer service for over 1000 employees while opening 17 new Apple Retail locations.
- Partnered with leadership to identify retail store associate development opportunities and craft solutions across 25 stores in the Northeast Region, including three high-profile locations, resulting in higher quality customer service, improved sales techniques, increased internal promotions, and greater service conversions.

Education

Master of Science in Organizational Performance & Workplace Learning

Boise State University, Boise, ID (2020)

Bachelor of Arts in Education & Human Development

Connecticut College, New London, CT

Certifications

Certified Professional in Talent Development, Association for Talent Development (2023)

Executive Certificate in Project Leadership, Cornell University, Online (2022)

Associate Professional in Talent Development, Association for Talent Development (2017)

Awards

Blended Learning Experience Award, the International E-Learning Association (2023)

Ten Brandon Hall Awards in Talent Management and Learning & Development (2022 – 2023)

Journal Publications

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.

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

Technical Proficiencies

Adobe Creative Cloud: Illustrator, Photoshop, InDesign, Premiere Pro

eLearning Authoring Tools: Articulate Storyline & Rise, Vyond, Captivate

Project Management Software: Smartsheet, Trello, Asana | **Learning Management Systems:** Workday, Success Factors

Additional: Lean | Blanchard | Microsoft Office Suite | Google Suite | Apple Suite