

Corrie M. Woolcott
HR Organization Development & Training Professional
Sr. Learning

OBJECTIVE

Manage, enhance and optimize workforce performance through Organizational Development and Training Management. To work as a strategic business partner who communicates effectively, executes rapidly without compromising quality, and demonstrates training ROI while exceeding performance objectives.

SUMMARY and QUALIFICATIONS

- 14 Years of HR Training and Management Experience
- 14 Years of Operations and Business Development
- 7 Years Financial Services
- 3 Years Healthcare Industry

WORK EXPERIENCE: MANAGING ORGANIZATIONAL LEARNING AND DEVELOPMENT

Talent on-boarding, New Hire Orientation, Performance Management, Change Management, Talent Management, Performance Improvement Interventions, Workforce Planning and Development, Talent Acquisition, Leadership Development (DDI Methodology), Team Organization and Career Development, DISC (Personality Profile), I-OPT (Emotional Intelligence), Technical, Soft Skills and Remote Facilitation, E-learning Course Design, Motivational Coaching, Instructional Systems Design (ADDIE, RPD Model).

Technology - Learning Management Systems (LMS)

- LMS Implementation and Administration with SumTotal Systems Results on Demand SaaS
- LCMS E-learning Course Implementation and Design SumTotal Systems Results on Demand SaaS
- LMS Strategic Optimization with SumTotal Systems Results on Demand
- Performance Management Implementation and Administration SumTotal Systems SaaS Results on Demand

BUSINESS PERFORMANCE IMPROVEMENT CONSULTING EXPERIENCE

Customer Service, Regulatory Compliance, Recruiting, HR, Operations Business Development, Sales, Quality Control, Credit, Collections, Call Center Operations, Marketing, Finance and Accounting, IT, Organization Effectiveness.

WORK HISTORY

MedImpact HealthCare Systems Inc. – Mira Mesa, CA. (Oct 2007 – Present)

(10/2007 to Present) OD and Training Performance Consultant, Organization Effectiveness

HR, Organizational Training and Development - Performance Management

- Develop and Implement Leadership training (DDI) – Team effectiveness workshops (DISC) - Gallup Q12 engagement series
- LMS/LCMS and Performance Management Implementation, Administration and Optimization – SumTotal Systems
- Create and Develop Zoomerang Survey to establish online feedback to measure employee engagement during Instruction
- Corporate compliance training strategic business alliance with regulatory compliance and legal to disseminate, track and report on (State, Federal and uphold criteria from specific industry accreditations (URAC, CMS,))
- Develop and maintain ongoing internal and external client relationships pertaining to business performance improvement
- Strategic Business Partner with HR Internal Client Team ensuring the Business Unit talent acquisition, people development and employee services needs are met with quality, cost effective, timely and diverse solutions
- Internal business unit Performance Consultant conduct: Develop training performance improvement interventions Performance analysis, training analysis measure and evaluate the results of performance improvement interventions
- Outside training program development; select vendors, contractors to train business unit specific topics
- Manage the MedImpact Tuition Reimbursement program (\$2000 per employee per year – 1000 employees)
- Training Policy and Procedure development (Paid reimbursement program, e-learning design requests, work instructions)

PERFORMANCE IMPROVEMENT – Developing Programs Instructional Systems Design

- Instructional Design ADDIE/RPD internal clients (300+) and performance consultant to (5-7) business units
- Consult, proactively assess, recommend the client's performance needs conduct (Gap analysis- training/ needs assessment)
- Analyze business unit's organizational structures, work processes, operating procedures, and reporting relationships
- Design & develop programs to support product and services training (New systems, new products, new services offered)
- Design & develop programs to support Regulatory/Corporate Compliance (HIPAA, Fraud Waste and Abuse, Doc. Retention...)
- Design & develop programs to support Business Unit Performance Improvement needs (Proactive coaching, leadership training)
- Implement - Facilitate/workshops instructor led and e-learning training programs (WBT) that support the Business Unit's goals

Equity1 Lenders Group, Mortgage Lender - Sorrento Valley, CA. (Aug 2005 – Sept 2007)

(08/2005 to 09/2007) HR, Manager Organization Development, Training and Talent Acquisition

- Reported directly to the CEO and CFO
- Managed talent acquisition – Talent Management all business units (150 employees)
- Managed and implemented the new training department start-up for 150-200 employees
- Managed, Implemented and developed leadership development program, Instructor lead training and e-learning programs
- Managed HR programs and Implemented, on-boarding training, Leadership coaching, succession planning, policy and procedures, new hire process with new hire orientation
- Managed outside training vendors for compliance, operations, sales and leadership development
- Managed the training budget including tuition reimbursement \$1000 per employee, training supplies, facilities and software
- LMS implementation and administration of LMS/LCMS system that cost \$50,000
- Implemented a retention program that kept workforce engaged and managed the employee referral programs

Equity1 Lenders Group, Mortgage Lender - Sorrento Valley, CA. (Aug 2005 – Sept 2007)

(08/2005 to 8/2006) HR, Manager Organization Development and Training

- Developed and managed the HR training program for 150-200 employees
- Developed and implemented mandatory compliance training, cross functional job shadow program and 1 on 1 coaching
- Managed OD business unit performance improvement initiatives (gap analysis, needs assessments, succession planning)
- Managed internal marketing, communications plan and branding of the training department
- Tracked and evaluated sales trends conducted training workshops to support performance Improvement linked to ROI
- Developed and delivered HR training modules, corporate compliance and updated HR policies

JPMorgan Chase - San Diego, CA. (Feb 2001 to July 2005)

(02/ 2001 to 07/ 2005) Training and Development Coach - CAF

- Co-led the western region diversity program for 300 employees
- Developed training materials for corporate compliance, business improvement procedures and customer service
- Delivered and facilitated leadership CAF training materials for VP's, dealer and regional managers
- Strategic business partner to western region CAF business unit support business improvement through Six Sigma
- Tracked regional training (internal & external) progress and performed performance and training needs assessments

Coast Camp Services Business Owner - San Diego, CA. (June1995- August 2003)

- Regional Director, staff management and onsite training and development; state safety compliance for new camp counselors
- Managed camp site operations for 4 locations with 200-250 clients
- Established camp program budget (activities, supplies, field trips, camp counselor payroll)
- As HR Director: Staffing, managed 20+contractors, conducted background checks, employee benefits and safety training

EDUCATION

B.A. Education, University of Concordia, Montreal, QC. Canada

MAOM (Organizational Management) University of Phoenix, San Diego, CA. (estimated completion by 2012)

RECENT CERTIFICATIONS, TRAINING and SKILLS

- **MHCS - Master Human Capital Strategist from the Human Capital Institute (HCI)**
- **HCS - Designation received from the Human Capital Institute (HCI)**
- **SPHR – Will be taking certification exam January 2011**
- **PMP – Will be taking training and certification exam February 2011**
- Certified "The Positive Coach" Approach from McKee Motivation (Phonedamentals.com)
- DDI (Development Dimensions International)
- DISC by Inscape Publishing
- I-OPT (Input Output Processing)
- Communication Styles - Adult Learning Theory, PO-LAR & Associates, Cornell University

COMPUTER SKILL

Microsoft Office: Word 2007, Excel, Visio, PowerPoint 2007, Publisher, Outlook, Acrobat Reader, Photoshop, Smart Draw,

E-LEARNING AUTHORING TOOLS and COMMUNICATION

Articulate Engage, Articulate Presenter, Captivate, Snag-it Studio, Logo Design Studio, Magix Movie Maker, Magix Xtreme Photo Design, Sametime, Go to Meeting, WebEx, Adobe Connect Pro and Presenter, Wordpress blogging, Website design, Slideshare, Screenr, Twitter, Facebook, HTML

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