
Learning & Development Professional

Experienced in all aspects of digital learning, training, quality, and data analysis.

Accomplished and results-driven professional with extensive experience in digital learning, course development, training management, and data analysis. Proven record in reducing operational costs and increasing organisational efficiency through technological innovations. Adept at delivering stellar results, while executing dynamic training programmes, driving quality and efficiency.

Highlights of Key Skills

- Learning Management Systems
- Staff Onboarding
- Project Management
- eLearning
- Coaching, Mentoring, Training
- Digital Content Development
- Learning & Development
- Data Analytics & Visualisation
- Cross-Functional Team Building
- Auditing for ISO 9001 Certification

Career Experience

[Orion Health](#), Auckland, New Zealand, London, and Manchester

Played a key role in collaborating to create digital content for certification programmes for internal staff, external customers, and partners.

Education Specialist (February 2012 to June 2017)

Co-managed the Rhapsody certification programmes, at the associate and professional level. Customised eLearning courses for external customers and partners. Sourced, organised, examined, and interpreted data for course development. Recommended and implemented changes to improve learning system procedures and digital content, resulting in reduced operational costs. Introduced and supported onboarding processes and procedures for the People team and management.

- ◆ Extensive operational knowledge of a Learning Management System (Orion Health Academy using Totara) with 1200+ staff across 15 countries and 800+ external customers and partners. Operational knowledge of social learning platforms (Yammer, Confluence Wiki).
- ◆ Experienced in Training Needs Analysis. I designed a train-the-trainer course for the NHS in Northern Ireland for an Electronic Care Record project (NIECR), prior to the go-live of an acute clinical portal solution. I customised an eLearning course that clinicians could self-enrol into.
- ◆ I was the project lead for developing digital content for products, where one product owner was in London, one in Auckland, and the development team were in Canberra. Moving these projects forward, to tight deadlines, and achieving buy-in from Subject Matter Experts and all stakeholders, required skilful negotiation.
- ◆ I collaborated with the Education team for the agile development of releases of the Rhapsody certification programmes, and a list of other eLearning courses, to deliver the operational requirements of the business plan.
- ◆ Knowledge of Camtasia, Captivate, Articulate for the creation and manipulation of video content.
- ◆ Adept with Microsoft Office products (Word, Excel, PowerPoint, Outlook, and Microsoft Project).

continued...

[Webranz](#), Auckland, New Zealand

Achieved data optimisation by redesigning Business Intelligence and Analytics using Tableau Software.

Data Analytics & Training Researcher (July 2011 to August 2012)

Developed a comprehensive data collection procedure for major customers. Interpreted data from primary and secondary sources, and used statistical techniques to produce online graphical reports and insightful live dashboards.

[NAVTEQ](#) (HERE Technologies), Malaga, Spain

Trained and coached teams across Spain, Portugal, UK, Germany, Greece, Slovenia, and Russia.

European Technical Trainer & Senior Analyst (January 1999 to November 2009)

As a part of the global trainer group, I mentored teams for eLearning course design, research and development, web-meetings, and workshop facilitation. Delivered technical classroom-based and blended eLearning courses for new and existing staff. Conducted audits for ISO 9001 certification to drive efficiency improvements and reduce operational costs.

- ◆ Efficiently handled operational projects, ensuring timely delivery and high quality at all times.
- ◆ Streamlined the processes and procedures for database management and quarterly release.

Additional Experience

European Support Specialist ▪ Navigation Technologies, later NAVTEQ

Team Leader Midlands/Manchester ▪ European Geographic Technologies (Navigation Technologies)

Education

Bachelor of Arts (Honours) in Combined Social Sciences, Stage I paper

Open University, UK

Bachelor of Science, Stage III Paper

Department of Geography, University of Auckland, New Zealand

CIPD Intermediate Level 5 Diploma in Learning & Development (in progress)

Avado Online Learning

Further Training

- Future of HR and Learning 360 degrees, CIPD Avado, 2017
- Cyber Security for HR Professionals, CIPD Avado, July 2017
- IGSoC (Information Governance Statement of Compliance) 2016
- Rhapsody Professional Certification A grade (Orion Health) 2013
- Advanced Microsoft Office Suite, Academia Pandora, Nerja, Malaga, Spain, 2010
- Train the Trainer, Global Trainer Group, NAVTEQ, Fargo, North Dakota, USA
- Project Management Methodology, NAVTEQ, Barcelona, Spain
- Train the Trainer, Vergouwen Overduin Consultancy, The Netherlands
- ISO 9001 Internal Auditor Training, NAVTEQ, Seville, Spain

8 O Levels and 2 A Levels

Smithills Grammar School, Bolton, and St John's College of Further Education, Manchester

