

THERESA M. KENDALL

CONTACT INFORMATION

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PERSONAL SUMMARY

I am a creative and innovative learning and development leader who is passionate about helping people learn at work! I am always looking for an effective and strategic solution to business problems. I have experience planning and leading L&D departments, setting strategic goals and vision for L&D teams, planning large-scale learning projects using a variety of learning models (ADDIE, SAM, etc.), curriculum design, instructional design, facilitation, and learning assessment design and delivery.

TECHNICAL EXPERTISE

Audio & Video Development & Production:

- Camtasia
- Audacity
- Powtoon and Vyond

E-Learning & Job Aid Creation:

- Articulate 360 - RISE, Storyline, etc.
- Canva and Venngage
- Adobe

Presentation Creation:

- Microsoft PowerPoint
- Mentimeter and Kahoot

Learning Management System Administration:

- Cornerstone
- Showpad Coach

Project Management:

- Monday, Wrike, Mavenslink, and Jira

General Business & CRM:

- Salesforce
- Communifire
- Microsoft Office (Word, Excel, Visio, Sharepoint)
- Survey Authoring Tools (Conformit, Qualtrics)

AWARDS & EDUCATION

PURDUE UNIVERSITY

Master's of Education, Learning Design & Technology
2020 - 2022

ATD EXCELLENCE IN PRACTICE AWARD

2019 Award Winner for Engagement Advisor Onboarding Program

MAGER CONSORTIUM

Certified Instructional Technologist
2016 - 2017

ST. MARY'S COLLEGE

Bachelor of Business Administration
2005 - 2009

PROFESSIONAL EXPERIENCE

DIRECTOR, TRAINING & DEVELOPMENT

Medically Home, 2023 - Present

- Leads a department (multiple teams) of Training and Development professionals to ensure team structure, leadership, and members are set up to successfully achieve department goals.
- Collaborates with T&D managers and stakeholders (customer and internal) to set and support department strategy, goals, and KPIs.
- Provides leadership oversight to strategic projects (customer and internal) including new product rollouts, implementation of a new LMS, and more.
- Develops processes, workflows, and resources to support the department's effective development and delivery of educational content.

MANAGER, INSTRUCTIONAL DESIGN & FACILITATION

Medically Home, 2022 - 2023

- Led Instructional Design team to ensure team members were appropriately allocated to achieve training and organizational goals effectively and efficiently.
- Collaborated with stakeholders (customer and internal) to identify and implement the most optimal technology solution (LMS and authoring tools) to meet training and learner needs that support business KPIs (adoption and usage rates).
- Designed, developed, and facilitated content for Virtual Hospital customer training (eLearning, virtual, and in person).
- Applied adult learning principles, theories, and practices when designing and developing content, to ensure adult learners are engaged and retain content.

CLIENT SUCCESS MANAGER

Aunalytics, 2021 - 2022

- Built and maintained relationships with strategic Enterprise clients.
- Facilitated a successful client onboarding and provide support for new and existing solutions.
- Communicated effectively about delivery or service issues.
- Worked cross-functionally across the organization advocating on behalf of clients.
- Designed, planned, and implemented a departmental Knowledge Management strategy to enhance productivity, growth, and learning.

TALENT DEVELOPMENT MANAGER - ENGAGEMENT

Press Ganey Associates, 2016 - 2021

- Designed, developed, facilitated, and maintained 6 onboarding programs for specific job functions.
- Collaborated with stakeholders to conduct needs assessments and recommend performance interventions.
- Designed, developed, and facilitated synchronous (live and virtual) and asynchronous (e-learning) learning experiences.
- Managed and curated content in multiple LMS systems and intranets, including a "You Tube" inspired site to promote continuous learning.
- Evaluated learning utilizing the Kirkpatrick Model, with a focus on learning, behavior, and ROI/ROE. Reported results on a regular basis to leadership.

ENGAGEMENT REGIONAL SERVICE MANAGER

Press Ganey Associates, 2014 - 2016

- Developed first training curriculum and skill checks for all department new hires.
- Supervised a team of 7 client-facing Account Managers.
- Provided coaching and feedback, ensured accountability to standards of performance, and fostered a culture of teamwork.
- Supported team members by interacting with clients to assist in employing service recovery strategies.

PRIOR TO 2014:

ENGAGEMENT ACCOUNT MANAGER I & II

Press Ganey Associates, 2010 - 2014