

THERESA M. KENDALL, M.S.Ed, CPTD, CIT

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SUMMARY

Senior Learning & Development leader specializing in building high performing teams who create enterprise-scale, high-impact, learning ecosystems that drive employee growth, improve customer satisfaction, and deliver measurable business results. Expertise includes leadership development, instructional design, LMS administration, and operationalizing learning strategies aligned with business goals.

SKILLS & TECHNOLOGY

- **Learning Strategy:** Learning Needs Assessment, Competency Development, Curriculum Design and Development, Instructional Design (ADDIE, Agile), Adult Learning Theory, Learning Evaluation (Kirkpatrick Model 1-4), Learning Technology Integration, Knowledge Management (CommuniFire)
- **Leadership & Collaboration:** Stakeholder Management, Budget Ownership (\$1M+), Cross-Functional Project Management (Jira, Mavenlink, Monday.com, Wrike), People Leadership (direct and indirect oversight)
- **eLearning Authoring:** Articulate Storyline and Rise, Adobe Creative Suite
- **Microlearning & Video Production:** Camtasia, Vyond, Powtoon, Audacity, Canva, Vengage
- **LMS Selection, Architecture, & Administration:** Docebo, Cornerstone, Showpad Coach
- **Data & Insights:** Salesforce CRM, Qualtrics, Confinity, Sigma
- **GenAI:** Lovable, Murf.AI, ChatGPT, integrations for Articulate, Vyond, Canva, and more.

WORK EXPERIENCE

Sr. Director, Training & Development | Dispatch Health, Boston, MA | 01/2023 – Present

Medically Home & Dispatch Health completed a merger in May 2025, our new organization is now Dispatch Health.

- Leads enterprise-wide learning strategy supporting clinicians, health systems, and partners in delivering hospital-at-home care, resulting in reduced readmissions and improved health outcomes.
- Coaches and mentors a team of 3-7 (managers + specialists), implementing personalized development plans to enhance performance and support growth, enabling a 100% promotion rate within 18 months.
- Developed and maintains a financial model enabling recognition of revenue from services provided, allowing the department to maintain a budget-neutral position across almost \$1M of personnel and non-personnel expenses.
- Adapts overall company business objectives into goals specifically for training and development teams.
- Established and maintains enterprise L&D governance framework, prioritizing 200+ requests annually.
- Promotes ROI of learning and development to leaders using data-driven insights that tie to business goals and KPIs.
- Consults with leaders across the company to complete needs analysis to ensure effective educational interventions.
- Directs product training strategy for all major releases, raising learner satisfaction from 4.5 to 4.8 (2022-2024) with a 99% confidence rating on online coursework.
- Designs and delivers simulation-based onboarding for customer implementations, improving learner satisfaction scores from 4.4 to 4.6 (2023–2024).
- Spearheaded transition of eLearning development from external vendor to internal team, capturing \$200K+ in annual savings, accelerating module delivery time by 50%, and improving learner satisfaction from 4.0 to 4.5 (2022-2024).
- Chaired cross-functional 2023 LMS migration, migrated 3,000+ users, optimized licensing to save \$500K+ annually, and established an LMS support function (SLAs ≤ 24 hrs) at no additional cost.
- Leads ongoing administration of LMS, boosting course completion by 14%, driving a 50% increase in average monthly users, and reducing support hours by 10% from 2023 to 2024.

Manager, Instructional Design & Facilitation | Medically Home, Boston, MA | 01/2022 – 01/2023

- Founding member of Instructional Design team; established scalable training processes and eLearning frameworks later adopted company-wide.
- Led templated approach to customer implementation training that reduced development time by 4 weeks and ensured 100% brand consistency.

- Developed standard work and processes for the team's approach to managing instructional design projects.
- Consulted with customer leaders and educators on best practices for onboarding and training staff, including a redesign of new colleague orientation.
- Guided a third-party content developer through the technical development of eLearning modules.

Client Success Manager | Aunalytics, South Bend, IN | 03/2021 – 01/2022

- Partnered with an enterprise client, Advanced Centers for Cancer Care, who provides billing data to oncology centers.
- Onboarded new clients of this enterprise client, including managing project tasks, triaging technical issues, identifying creative solutions to customization requests, and conducting RCAs.
- Rescued a high-stakes technical project overdue by 12 months; led the team to completion within 90 days, delivering on-time full-scale deployment.
- Coordinated and facilitated quarterly issue review with the client.
- Established a cross-functional workgroup to build the organization's first knowledge management strategy, creating a change management and communication plan for the rollout.

Talent Development Manager | Press Ganey, South Bend, IN | 01/2016 – 03/2021

- Designed and implemented ATD-awarded onboarding program (2019) serving 200+ employees, that drove 0% attrition over 4 years and sustained 96%+ client retention.
- Consulted with leadership stakeholders to conduct needs assessments and recommend solutions based on strategic initiatives, product release roadmaps, and performance issues.
- Designed, developed, facilitated, and evaluated training to support strategic initiatives and reported results to leadership.
- Built and managed budgets for all department-level educational initiatives.
- Created all onboarding training material, including eLearning modules, instructor-led training sessions, job aids, assessments, observations, and formal assessments at key milestones to increase knowledge retention and accountability.
- Coordinated the launch of two new LMS systems, including transition, maintenance, and curation of all content.
- Established a leadership development training program for department managers and emerging leaders.

Regional Service Manager | Press Ganey, South Bend, IN | 01/2014 – 01/2016

- Led strategic tech transition initiative impacting all employees; developed workflows, documentation, and training to ensure smooth adoption.
- Supervised a team of 7+ Account Managers with the goal of upskilling them for internal promotions.
- Developed and facilitated onboarding curriculum, assessments, and skill checks for all new hires.

Engagement Account Manager | Press Ganey, South Bend, IN | 10/2010 – 01/2014

- Managed strategic health system relationships and led engagement survey delivery for executive stakeholders.
- Identified key insights from employee engagement data to help clients improve key business outcomes.
- Mentored new hires and created training documentation adopted across the department.

CERTIFICATIONS

Certified Professional of Talent Development (CPTD), ATD – 2023
 Certified Instructional Technologist (CIT), Mager Consortium – 2017

AWARDS

ATD Excellence in Practice Award, Engagement Advisor Onboarding – 2019

PROFESSIONAL AFFILIATIONS

Selection Team Member, ATD Excellence in Practice Awards – 2024 and beyond
 Association for Talent Development Member (ATD) – since 2016

EDUCATION

Master of Education, Learning Design & Technology, Purdue University – 2022
 Bachelor of Business Administration, St. Mary's College, Notre Dame, IN – 2009