NOLA M. CLOUD

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SUMMARY OF QUALIFICATIONS

- High-energy corporate trainer with over three years of experience leading engaging, interactive workshops on leadership and communications skills for diverse groups of business professionals.
- Excel in analyzing internal leadership and communication styles, processes, and challenges.
- Create customized training materials and activities that positively impact organizational culture, effectiveness, and the ability to adapt to change.
- Background in quality control and promoting a culture of quality throughout an organization.

TECHNOLOGY SKILLS

Virtual meeting and presentation platforms: Zoom, Google Meet, On24
Business analytics; Tableau, Google Analytics, Salesforce, SQL, Quality Management Software (QMS)
Microsoft: Word, Excel, Access, PowerPoint, SharePoint, Outlook, Teams

EDUCATION

MS in Leadership
Walden University | Minneapolis, MN — **Anticipated: Dec 2026**

BS in Business Administration, Concentration in Management
Walden University | Minneapolis, MN — **2016**

CERTIFICATIONS

Certified Professional in Talent Development (CPTD)
American Talent Development Association (ATD) — **2020**

Six Sigma Black Belt Certification
American Quality Association — **2018**

Certified Quality Process Analyst
American Quality Association — **2016**

EXPERIENCE

Corporate Trainer, Leadership Development and Communications
High Performance Partners Consulting | Kansas City, MO — **2020 - Present**

- Conduct analyses of internal leadership and communication effectiveness.
- Delivered over 50 high-powered leadership training sessions for management professionals that directly impacted organizational culture and productivity.
- Design customized training materials and activities focused on enhancing communication and conflict resolution skills across cultures; building emotional intelligence; and creating a resilient, innovative culture.
- Provide participants in training sessions with self-assessments on leadership and communication styles to expand self-awareness.
- Facilitate training discussions centered on case studies that show the impact of culturally respectful, clear, and concise communications across remote and in-person work settings.

Manager Quality Control, Packaging and Distribution
D & D Health and Wellness | Kansas City, MO — **2018 - 2020**

- Led five Quality Control associates and analysts who monitored quality for 20 products throughout the packaging and distribution processes.
- Collaborated with executive level management on fostering a culture of quality throughout the organization.

- Communicated with vendors on steps to resolve problems with shipping and damage to packaging and products.
- Conducted root-cause analysis (RCA) and systems mapping to identify underlying problems including systemic issues.
- Collaborated with Engineering, Operations, and Quality Teams to implement quality improvement initiatives based on analysis that saved the company over $20,000 annually.
- Stayed current on regulatory compliance laws, guidelines, and specifications in the health and wellness industry to ensure adherence to the highest level of safety and consumer protection.

Quality Control Analyst, Packaging and Distribution
D & D Health and Wellness | Kansas City, MO **2016 - 2018**

- Used expertise in Six Sigma, Lean Methodologies, and internal standard operating procedures (SOPs) to sample, test, and analyze packaging materials and processes for 10 products to ensure packaging and distribution met or exceeded regulatory requirements and compliance standards.
- Monitored testing data and took immediate corrective action and notified management if results were outside of acceptable variability parameters.
- Generated dashboards and reports including Pareto Charts using Quality Management Systems (QMS) to gain information and insights into the packaging and distribution process of over 12000 items weekly.
- Led team discussions and provided context to information on the Quality Control Dashboard.
- Recommended a change to the packaging materials that reduced damage to products during shipping by 20% resulting in a $5000 savings within the first month after the changes.
- Collaborated with team members to reorganize and update the information in the training manual for new hires resulting in a more efficient and effective training experience.

VOLUNTEER EXPERIENCE

Green Team Program Leader
Red Cross, Kansas City, MO **2019**

- Support the Red Cross Office of Sustainability on advancing community-based sustainability initiatives.

Group Facilitator
Women's Business Center, Kansas City, MO **2018 - 2020**

- Facilitated monthly group discussions on leadership development for small business owners.

MEMBERSHIPS & AFFILIATIONS

Member
National Society of Leadership and Success, Walden University Chapter **2022**

Member
American Leadership Development Association **2020**

Member
American Society for Quality **2016**