

TREY J. KRAMER, PHD, CPLP

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QUALIFICATIONS

Learning and Development leader and global strategist with five years' experience assessing, implementing, and evaluating large-scale training programs. Exceptional people management skills and ability to improve performance and minimize risk through training design and enhancements. Built partnerships across regions and sectors through executive stakeholder buy-in and cross-departmental collaborations to strengthen the quality and reach of training initiatives. Achieved learning outcomes through expanding training options to include face-to-face workshops, self-paced modules, and live webinars. Extensive knowledge of learning management systems, curriculum design, e-learning, and performance improvement, together with doctoral-level training in data analysis, qualitative and quantitative research methods, SPSS, and APA writing for publication.

EDUCATION

Walden University | Minneapolis, MN

PhD in Management- Organizational Design and Innovation

Jan 2019

Dissertation Topic: *"Impact of leaders' support for cultivating a diverse and inclusive culture in U.S. corporations."*

Master of Business Administration

2015

Certificate in Instructional Design and Technology

2013

University of North Carolina at Charlotte | Charlotte, NC

Bachelor of Science in Business Administration

2012

CERTIFICATION

Association for Talent Development

Certified Professional in Learning and Performance (CPLP)

2017

ORGANIZATIONAL LEADERSHIP AND TRAINING EXPERIENCE

Stellman Electrical | Chicago, IL

Director of Learning and Development

2018 - Present

- Partner with three service regions, product line leadership, and two functional teams to assess learning, identify staff development opportunities, and design a needs-based training program to promote innovation, collaboration, and continuous improvement.
- Supervise a learning and development team of 13 training managers, specialists, coordinators and assistants to support training initiatives and leverage resources across three regions.
- Lead a 23-member global learning council that promotes a diverse and inclusive learning culture across the organization through active engagement, lifelong learning, and community building.
- Implemented and enhanced a new learning management system that helped increase training engagement by 30% from 2018 to 2019.
- Spearheaded six online training initiatives and supervised the design of 21 modular learning products that helped engage 11,500 participants across the organization.
- Evaluated the effectiveness of new training programs using quantitative metrics and presented findings to executive leaders; initiatives increased employee satisfaction by 12% and product understanding by 32%.

Bright Star Learning, Inc. | Charlotte, NC

Training Manager

2012 - Jan 2018

- Oversaw the conceptualization, design, execution, and management of face-to-face and online training sessions and schedules in collaboration with the Training Director.
- Supervised, trained, and mentored two training specialists and one training coordinator, managed learning and development initiatives, and contributed to strategic planning.
- Spearheaded training programs for 1,000 call center employees in support of process improvement, change management, and customer satisfaction.
- Played an integral role in the effective transfer of learning in the call center workplace through on-the-job training, interactive training modules, and asynchronous video tutorials.

- Conducted needs analysis of new and existing programs in order to adapt training to organizational and staff needs, supporting the organization's strategic training plan.

The Steele Group | Miami, FL

Case Specialist

2010 - May 2012

- Delivered new hire training for Customer Service Representatives focused on proprietary insurance applications for an inbound call center.
- Meticulously listened to inbound calls in order to offer individualized coaching, feedback, and training opportunities to the Customer Service staff.
- Regularly called upon to provide team-specific training for the organization.

Bank of the USA | Charlotte, NC

Client Service Representative

2010 - 2012

- Promoted to direct client relations for the \$1.8T global financial products provider throughout merger and acquisition of two regional banks.
- Liaised between a team of five commercial bankers and 150 customers from the government and not-for-profit industries.
- Identified new methods to grow business within existing accounts.

Marketing Team Lead

2008 - 2010

- Managed center operations, which required expeditiously responding to inquiries and resolving issues affiliated with seven desktop applications.
- Supervised and mentored a team of five based in three states.
- Upgraded and organized a prospect database to streamline lead flow, decrease user errors, and reduce inefficiencies.
- In partnership with other team leads, ensured staffing needs were met through detailed scheduling and clear communication.

MILITARY SERVICE

United States Army, Honorably Discharged

PRESENTATIONS

- Kramer, T. J. (2018, August). *Impact of leaders' support for cultivating a diverse and inclusive culture in U.S. corporations*. Poster session presented at the Walden University Research Symposium, National Harbor, MD.
- Kramer, T. J. (2016). *Modular learning best practices for global communities*. Association for Talent Development, Charlotte Chapter. Charlotte, NC.

SELECT PROFESSIONAL DEVELOPMENT

- Building Global Leaders - 3 Day Workshop, The Leadership Center, 2018
- Training Generalist Certificate, Leverage Learning Services, 2016
- Instructional Design for Trainers Workshop, Impact Training Institute, 2015

SPECIALIZED SKILLS

Adobe Captivate, Storyline, Crowd Wisdom (Learning Management System), Adobe Connect, Skype, Zoom, Microsoft Office Suite (PowerPoint, Excel, Word, Publisher)

COMMUNITY SERVICE

North Carolina Community Development Council

Youth Leader

2017 - Present

Global Days of Service - Walden University

Event Organizer

2018

AFFILIATIONS

National Society for Leadership and Success

Member

2018 - Present

Association for Talent Development

Member

2014 - Present