

# KAI M. HEARTLY, MS

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## SUMMARY

- Extensive experience conducting needs assessments and collaboratively designing, implementing, and evaluating over 30 corporate training programs that positively impacted organizational culture, increased employee retention and performance, managed change, and improved the quality of products and services.
- Apply adult learning and instructional design principles to actively engage participants in the learning process.
- Recognized for excellence in coaching executives, managers, individual contributors, and teams on strategies to overcome communication challenges, manage conflict, and foster diverse perspectives to reach creative and effective solutions and decisions.
- Incorporate people and business analytics into operational decision-making and strategic planning initiatives to achieve best outcomes.
- Committed to cultivating a high-performing, diverse, hybrid workforce where all employees are included, engaged, and recognized for contributing to the success of the organization.

## TECHNOLOGY

Online Learning Platforms: Blackboard, Canvas  
Competency-based Training System: CABEM Competency Manager  
Instructional Design: Adobe Creative Cloud, Captivate, Articulate  
Microsoft 365 Applications: Word, Excel, PowerPoint, SharePoint, Outlook, Teams  
Statistics Software: SPSS, Tableau

## EDUCATION

<b>PhD in Industrial and Organizational Psychology</b> Walden University   Minneapolis, MN	Expected: 2026
<b>MS in Industrial and Organizational Psychology</b> Walden University   Minneapolis, MN	2020
<b>Bachelor of Arts in Education</b> University of Florida   Gainesville, FL	2014

## CERTIFICATIONS & LICENSES

<b>Certified Professional in Learning and Performance (CPLP)</b> ATD Certification Institute (CI)	2022
<b>CPI 260® Certification</b> Myers-Briggs Co.	2022
<b>MBTI® Certification</b> Myers-Briggs Co.	2021
<b>Gallup Certified Strengths Coach</b> Gallup	2021
<b>Six Sigma Green Belt Certification</b> Six Sigma Global Institute	2020

## PROFESSIONAL EXPERIENCE

<b>Learning and Development Manager</b> Cymed Health Insurance   Miami, FL	Jun 2022 - Present
<ul style="list-style-type: none"><li>• Manage a team of three learning and performance specialists and two instructional designers to create customized training programs that inform, motivate, and empower employees.</li><li>• Incorporated current research on best practices in adult learning and organizational performance into training resulting in a 30% improvement of satisfaction scores on training modules.</li></ul>	

- Glean knowledge and information through people analytics, surveys, exit interviews, and direct communication with employees across departments to restructure and enhance the content of training programs resulting in a 25% improvement in employee retention within the first six months.
- Initiated a new leadership training program that included self-assessment tools for leaders to gain an understanding of their individual strengths and opportunities for growth. The program covered topics on resolving conflict, managing change, fostering innovation, addressing the challenges of virtual leadership, and coaching employees.
- Facilitated the transition of over 800 employees to move from a 100% remote workforce to a hybrid workforce following the pandemic.

### **Learning and Development Specialist**

Olympia Medical Supplies | Miami, FL

Aug 2020 - May 2022

- Collaborated with the L&D team to ensure the creation, enhancement, and delivery of high-quality, engaging, onsite and virtual training programs for ten internal departments.
- Delivered virtual training in the areas of onboarding, leadership development, security, and technology.
- Completed a major project that customized the onboarding training modules for each department based on extensive survey feedback, resulting in a reduction in training time and an increase in positive feedback from new hires.
- Contributed to the annual budgeting process, managed contracts, and communicated with vendors to ensure that products met requirements.
- Researched new technologies to enhance employee learning and engagement in the training process.
- Collaboratively worked with developers to evaluate training materials for compliance with the Web Content Accessibility Guidelines and remedy areas where materials were not in compliance.

### **Training Coordinator**

Olympia Medical Supplies | Miami, FL

Jan 2016 - Jul 2020

- Coordinated the process of assigning onsite and virtual training requirements for over 5,000 employees.
- Supported the training specialists in defining training requirements and determining expected timeline for completion.
- Ensured onsite trainers had the necessary equipment and documents to conduct training workshops.
- Addressed questions related to training access and technical issues.
- Used LMS to track completed and overdue training, ran reports, and notified managers and employees of status.
- Collaborated with team members to facilitate the transition of all onsite training to a virtual format during the pandemic.
- Summarized data from training surveys for management to explore opportunities for continuous improvement.

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## **VOLUNTEER EXPERIENCE**

### **Volunteer**

American Red Cross

2022 - Present

- Support the logistical planning team for blood drives throughout Southern Florida.

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## **AFFILIATIONS**

### **Member**

Golden Key Honour Society, Walden University

Mar 2023 - Present

### **Member**

Society for Industrial and Organizational Psychology (SIOP)

2018 - Present

### **Member**

Association for Talent Development (ATD)

2018 - Present