

# Elizabeth Bailey

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## OBJECTIVE

A training and instructional design professional with demonstrated expertise in leading the training function, developing and writing training content, and designing learning programs seeking a position where I can positively impact organizational and individual performance.

## SKILLS AND COMPETENCIES

curriculum development	software development lifecycle	process design
technical writing & editing	criterion-based learning	policy and procedure
process improvement	post-learning strategies	blended learning
mentoring & coaching	behavioral engineering	onboarding strategy
performance support	performance analysis	evaluation strategies
systems	course development	teaching & facilitation

## EXPERIENCES

- Feb. 2011 – Current University of Maryland University College  
**Associate Professor - Adjunct**
- Instruct undergraduate students using Desire2Learn in 3 credit-hour, experiential learning course.
  - Work as the EXCL Course Chair and teach other courses as needed such as Writing for Managers, COMM 390.
- Jan. 2017 – Dec. 2018 Boise State University  
**Adjunct Faculty**
- Guide graduate students through learning of adult learning principles to support their achievement of a master's degree or certification in organizational performance and workplace learning.
  - Assist learners in applying a broad range of adult learning concepts to organizational challenges.
- Sep. 2016 – Aug. 2018 Mintz Group  
**Director, Training**
- Developed and presented training and development programs for more than 150 investigative and operations staff worldwide: UK, China, Singapore, & US.
  - Provided thought leadership, methodology and tools to positively influence strategic direction.
  - Transformed the onboarding and continued development experience by designing, developing, and implementing a learner-centered, performance support system using Drupal.
  - Increased productivity through the development and implementation of a background check/investigative research training program to transform the learning environment, including empirical research methods.
  - Improved employee engagement by designing and implementing an on-the-job mentoring program to support new employees worldwide.
  - Developed and implemented performance improvement process and review guidelines for novice supervisors.

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Jan. 2012 – Feb. 2015 ION Solutions, an AmerisourceBergen company

## **Director, Contracting & Compliance / Program Design & Training**

- Designed and implemented training curriculum while planning delivery, tracking, and evaluation through Cornerstone learning management system. Recommended integration of Articulate Storyline.
- Planned strategic direction for designing, conducting and supporting ION revenue stream using the latest training methodologies, techniques and concepts.
- Determined training needs through numerous evaluation methods including task and needs analysis. Worked with developers within an Agile environment to define user stories.
- Designed and implemented usability strategy including studies with TechSmith Morae, to define software usability enhancements within a software development life cycle (SDLC), to decrease customer support calls and improve user performance, and enhance processes for software solution deployment.
- Guided product team through core project milestones to achieve successful product launch.

Jun. 2008 – Dec. 2011 McKesson Pharmaceuticals

## **Manager, Organizational Effectiveness**

- Designed and executed a quality call monitoring process and developed the team performing the evaluations on more than 250 call center agents in three locations across the US. Designed and developed interventions to support agent performance in NICE and to meet customer expectations. Assessed staff skills, capabilities, and succession gaps.
- Designed and executed the training program for an SAP warehouse training, including strategy for training cadre of trainers and coordination of training implementation.
- Led the design and implementation of a new hire training program designed to allow new hires to be effective and well-performing customer service representatives upon completion.
- Designed and executed the implementation of a new, web-based, documentation (FrameMaker) storage solution (using Adobe AIR) supporting access to more call center agents across three sites.
- Provided strategic direction on usage of SumTotal learning management system and selection of new learning management system.

Jun. 2006 – Jun. 2008 Countrywide Home Loans

## **Curriculum Development Manager, Loss Mitigation**

## **EDUCATION**

PhD, Applied Training and Performance Improvement, University of North Texas  
MS, Instructional and Performance Technology, Boise State University  
BS, Management, University of Phoenix