

HENRY WALKER

Learning Manager

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PROFESSIONAL SUMMARY

Innovative Learning Manager with two years of experience in designing and implementing engaging training programs. Proven ability to enhance employee performance through tailored learning solutions, fostering a culture of continuous improvement. Committed to leveraging technology and best practices to optimize learning experiences and contribute to organizational success.

WORK EXPERIENCE

Learning Manager Feb / 2024-Ongoing
Maple Leaf Consulting Toronto, ON

- Successfully managed the training program at the Hamilton site, enhancing the learning experience for over 200 employees.
- Developed and supported Learning Specialists, ensuring operational excellence and skill enhancement.
- Maintained strong relationships with clients to ensure alignment with training objectives and outcomes.
- Oversaw the development and management of instructors across multiple business lines, including customer service and technical support.
- Implemented the GOS Global Operating System to enhance hiring, training, and retention processes.
- Develop and implement comprehensive learning strategies aligned with organizational goals.
- Provided mentorship to new Learning Managers, fostering a collaborative learning environment.

Learning Manager Feb / 2023-Feb / 2024
Lakeside Apparel Co Chicago, IL

- Trained and developed over 30 veterinary hospitals, enhancing their personnel's skills and operational procedures.
- Facilitated practice initiatives and standardized ongoing workshops to improve service delivery.
- Collaborated with field leadership to conduct needs analyses and implement tailored support programs.
- Utilized diverse coaching styles to maximize engagement and comprehension during training sessions.
- Developed and tracked training effectiveness metrics across multiple call centers, leading to improved outcomes.
- Increased overall productivity through targeted program development and content delivery.

EDUCATION

Bachelor of Arts in Education Feb / 2022-Feb / 2023
University of Southern California Portland, OR

Specialized in adult education and training methodologies.

SKILLS

Proactive Leadership Coaching And Mentoring Curriculum Development Stakeholder Engagement

ACHIEVEMENTS

- Achieved a 20% increase in training completion rates through enhanced program engagement strategies.
- Developed a comprehensive onboarding program that reduced new hire ramp-up time by 30%.
- Led the implementation of a new Learning Management System, improving training tracking efficiency by 40%.