

TAMI C. GAINES

Montclair, NJ 07042 (20 minutes from Newark Liberty Airport) • 973.632.0651 • tami@tamigaines.com

Online Portfolio: <http://www.tamigaines.me>

EXPERIENTIAL LEARNING • CURRICULUM DESIGN & DEVELOPMENT • NEEDS ASSESSMENT • STAGE/VIRTUAL/HYBRID LEADERSHIP DEVELOPMENT • EMPLOYEE EXPERIENCE • TRAIN THE TRAINER • ORGANIZATIONAL DEVELOPMENT

Highly motivated, seasoned Training & Instructional Design Professional with broad industry experience performs needs assessments, designs curriculum, and delivers high-energy interactive training programs that deliver bottom-line results. Trainer for adult learners and adolescents. Experience with learning management systems, project management, facilitation, and innovation. Successfully managed and obtained certification/accreditation for multi-year leadership program.

CORE COMPETENCIES

Multi-Year Programs • Motivational Speaker • Instructional Designer • Tech Savvy • Data Driven • Results-Oriented, Interactive Approach • Ignite Team Performance • New Hire Onboarding & Orientation • Cross-Functional Leader

INDUSTRY EXPERIENCE

Consumer Products, Pharmaceuticals, Manufacturing, Education, Healthcare, Financial Services, Publishing, Retail, Entertainment, Not-for-Profit, Government, Education, Technology, Hospitality, Wellness, Beauty, and Retail.

PROFESSIONAL INDUSTRY EXPERIENCE

ADP, Inc., Roseland, NJ

June-Present 2022

Learning Design Consultant/Instructional Designer

Apply efficient and agile design approaches to develop innovative, engaging learning solutions, using ADP learning design standards and tools, to meet the learning needs of ADP associates and clients. Includes creating design documents, testing and deploying content, conducting needs assessments across multiple business lines, establishing training plans, overseeing translations, and measuring results. Remain mindful of the highest standards to appeal to multi-generational talent and the modern learner by partnering across the learning organization to apply innovative techniques in instructional design.

Global Tech/Media Company (Client Confidential), Menlo Park, CA

January-June 2022

Global Content & Training Manager

Led global cross-functional content and training team that created strategies for top, middle and bottom funnel audiences, mapped to product priorities, KPIs and the customer journey. Thorough and demonstrated understanding of and experience with the end-to-end content lifecycle process (strategy, ideation, production, distribution, and measurement).

- Researched, developed, and wrote 25 net new training decks within the Jobs To Be Done training framework.
- Researched, developed, wrote, and delivered product-focused training decks and assets for in-person, hybrid and virtual training programs.
- Led cross-functional team to support training strategy and creation. Team included product managers, business education, marketing, consumer insights, data teams, client managers, brand strategists, project managers, video producers, and senior leadership across the globe.
- Developed training best practices and tools that inspired and increased audience engagement.
- Assisted global training leads in development and management of measurement frameworks.

EDUCATION

Lumos Learning, Parsippany, NJ/India (2017-2018)

Consultant/Training & Business Development

- Developed new sales process for increasing penetration in schools and school districts. Included conducting focus groups with current customers to discover their “pain points” and assessing the sales challenges facing the organization
- Trained internal team on new sales process that is focused on “problem/solution” use cases and improving overall sales skills
- Rewrote training program used for onboarding new schools and retrained internal sales team on interactive teaching techniques that included a high-level of experiential learning
- Conducted technical trainings to show school leaders how to use technology to increase student achievement in their classrooms.

New York City Board of Education, Office of Adult & Continuing Education, Brooklyn, NY (2011-2015)

Organizational Training Consultant

Designed, developed, and delivered multi-year, comprehensive leadership and team-building trainings for Managers who were promoted to Principals. Trained and coached Principals throughout New York City’s five boroughs. Resulted in organization-wide increases in productivity, effectiveness, and performance.

New Leaders for New Schools, New York City, Chicago & Oakland, California (2001-2013)

Professional Development Consultant

Conducted soft skills training programs for cohorts that included negotiation, presentation, communication, interviewing and leadership training. Participants are now in educational leadership positions throughout the U.S.

City University of New York, New York, NY (2007)

Corporate Training Consultant

Developed, designed, and delivered multi-day program for conflict resolution training.

HEALTHCARE/PHARMACEUTICALS

East Orange General Hospital, East Orange, NJ (2016-2017)

Contract Human Experience Manager

- Overhauled orientation program to mirror best practices after developed by the most successful onboarding programs across industries. Including engaging department heads in the process and introducing soft skills to develop and prepare new hires for success. Improvements led to 75% increase in retention rates
- Created 90-Day on-boarding program with management accountability measures that led to increased satisfaction of new hires
- Assessed hospital-wide employee development needs from organizational, departmental and individual perspectives to develop performance improvement, professional development and succession plans
- Based on learning gap analysis, developed relationships with two colleges to bring educational opportunities on-site. Included a GED program, CNA program and basic skills classes that increased job advancement opportunities for existing employees

Health & Hospitals Corporation, New York, NY (2014-2015)

Corporate Trainer, Kings County Hospital, Harlem Hospital & SUNY Downstate Medical Center

Assembled and managed a three-person team that developed a comprehensive training strategy, programs and blended learning curriculum for executive management and employees. Included leadership development, executive coaching, customer service, communication, team building and negotiation skills. Program led to increase in Emergency Department HCAP scores, which drives insurance reimbursements.

EKR Therapeutics, Bedminster, NJ (2013-2014)

Trainer/Educator, Professional Sales

Developed and delivered educational programs for hospital administrators and healthcare providers to introduce acute care and oncology supportive care therapeutic products. Led to 20% increase in business development opportunities for internal sales team.

Novo Nordisk, Princeton, NJ (2013)

Sales Team Trainer

Designed and developed training program to educate the sales team on Levemir®, a new diabetes drug. Contributed to successful East Coast launch.

nutraMetrix™ Advanced Nutraceuticals, Greensboro, NC (2004-2013)

East Coast Regional Trainer

Designed, developed and delivered curriculum for 175 healthcare sales representatives. Included product knowledge, science/nutrition details and business development skills. Resulted in 200% growth in participation from healthcare professionals.

MANUFACTURING

New Jersey Manufacturing Extension Program (2012)

Consultant

Worked with small to mid-sized manufacturers to deliver workforce development initiatives including leadership development, problem-solving and communications training. Initiatives led to several companies obtaining Department of Labor grants for additional training.

FINANCIAL SERVICES

Goldman Sachs, New York, NY (2000)

Professional Development Consultant

After meeting with management and human resources, designed, developed and delivered 6-week training program for 300 newly hired financial analysts. Assembled and led training team of 10 trainers. Managers reported strong analyst preparedness to make immediate contributions once the program was completed.

TRANSPORTATION

American Public Transportation Association, Washington, DC (2011-2013)

Professional Development & Training Consultant

Based on assessment meetings with Association's senior management, national directors and members, developed a five-year training and development plan for leadership development. Designed, developed and delivered integrated leadership training that earned accreditation by the International Institute of Municipal Clerks.

New York City Department of Transportation, New York, New York (2013)

Corporate Training Consultant

Developed, designed and delivered multi-day stress management workshop. Received highest employee reviews in the history of the organization.

CONSUMER PRODUCTS

Unilever, Englewood Cliffs, NJ (2007)

Corporate Training Consultant

Developed multi-day strategic planning/ideation sessions for 150 brand managers, market research associates and creative executives. Resulted in 24-month new product development pipeline.

Colgate Palmolive Company, New York, NY (2000)

Corporate Training Consultant

Developed, designed and delivered program to cross-train market research, product management, promotions, finance and production teams to improve communications and team effectiveness. Facilitated session to develop and agree on key business metrics.

Market America, Inc., Greensboro, NC (2004-2013)

International Corporate Training Consultant

International corporate trainer for 250,000 member organization. Topics included personal development, sales, client service, technical knowledge, leadership, and team building strategies. Ranked among the Top 10 corporate trainers for three consecutive years.

GOVERNMENT

Department of Corrections, New York, New York (2013)

Corporate Training Consultant

Developed, designed and delivered multi-day presentation skills workshop, focused on presenting technical data. Successfully transformed participants from unwilling attendees to active, engaged participants.

OTHER BUSINESS EXPERIENCE

- **American Safety Razor, Staunton, Virginia** **1995-1997**
Director of U.S. Marketing, Consumer Products Division
- **Martin Himmel, Inc., New York, New York** **1994-1995**
Marketing Manager, Baby Gold Bond Powder, Marezine Motion Sickness Remedy and Ovaltine
- **Colgate Palmolive Company, New York, New York** **1990-1994**
Product Manager, Mennen Teen Spirit™, Lady Speed Stick™, Crystal Clean™ and Irish Spring™ deodorants.

EDUCATION, CERTIFICATIONS & MEMBERSHIPS

- **M.B.A., Marketing & Management**, Columbia University's Graduate School of Business, New York, New York
- **B.A., English & Communications**, Tufts University, Medford, Massachusetts
- **Professional Certification: Accelerated Learning Technologies**, Peak Potentials, Inc.
- **Professional Certification: Organizational Behavior**, William Paterson University, Wayne, New Jersey
- **Professional Certification: Project Management**, William Paterson University, Wayne, New Jersey

AWARDS & RECOGNITION

- Women in Business Future Achievers, New Jersey Chamber of Commerce
- Finalist, Price Waterhouse Coopers Entrepreneur of the Year Contest
- Columbia University Service Award, Columbia Graduate School of Business
- Voted "One of 1999's Women to Know" by the Y.W.C.A.
- Published author and former- iHeart Radio show host