

# BRIAN ANDERSON

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## PROFESSIONAL SUMMARY

Multi-dimensional, hands-on learning & development leader with over 15 years of progressive leadership, vision, and creativity in developing and managing large-scale, global learning and development programs. Proven success in using operational and leadership strengths to solve specific and measurable needs for complex organizations through the training, development, and engagement of employees. Advanced developer of high-performance cultures, skillfully navigating positive change management to accelerate growth and engagement goals.

- Training & Development
  - Instructional Design
  - Team Development
- Performance Management
  - Program Management
  - Organizational Growth
- Process Improvement
  - Training Delivery
  - Change Management

## EXPERIENCE

### **Baxter Leasing, LLC**, Columbus, OH

Baxter is a property management conglomerate providing high-quality housing options for financially-challenged families.

**February 2021 - Current**

#### **Training Consultant**

As a contract consultant, consolidate data from SMEs to create a company-wide learning program and build supporting systems.

- Address client's organizational performance needs through on-demand distance learning training solutions.
- Currently implementing an LCMS (TalentLMS) to provide a central learning repository for employee training and reference.
- Partner with subject matter experts, both internal and external, to build accurate, interactive, engaging e-learning training to encourage user adoption.
- Migrating paper-based and tribal knowledge to learning modules to ensure consistency of knowledge across the organization.

### **Discover Financial Services**, New Albany, OH

Discover is a leading bank and payments services company, helping people spend smarter, manage debt better, and save more.

**April 2017 – October 2020**

#### **Manager, System Support – Learning & Development**

Full accountability for Training & Development technology strategy, specifically responsible for the overall design and interaction of the technical ecosystem T&D uses to deliver on its mission. Ensured a high degree of interoperability between all T&D systems while actively seeking opportunities for efficiencies.

- Formulated T&D technology strategy through rigorous collaboration, focused analysis of needs, and objective requirements gathering.
- Developed an approach to usability that ensures a world-class, frictionless user experience in the LMS and other systems in the T&D ecosystem.
- Coached and developed team associates responsible for troubleshooting issues and responding to tickets to increase expertise and lower ticket response time.
- Simplified support ticket processes, reducing turnaround times, and increasing customer satisfaction 45% from the prior year.

- Provided summary data from LMS to report on learner behaviors, e-learning impact, and training ROI.
- Managed relationships with technology vendors and worked with them to encourage product enhancements that benefited both Discover and the vendor.

**Critical Path Consulting, Phoenix, AZ**

**January 2015 – April 2017**

Critical Path was a contract training consulting agency I established to provide services for small- to mid-sized companies.

**Training Consultant**

Partnered with various small- and mid-sized businesses to create and streamline internal and external training programs and systems.

- Designed instruction, facilitated employee development programs and company onboarding.
- Planned, implemented, and maintained an internal LMS (learning management system) to provide an effective central learning repository and establish a book of record for employee training.
- Partnering with department managers, performed skill gap analysis to identify opportunities for process improvements by strategically skilling-up frontline employees.
- Migrated company paper-based training to an interactive e-learning format, reducing planned training time by 30%.

**Isagenix International, Chandler, AZ**

**October 2007 – November 2014**

Isagenix is a direct-sales company established in 2002 that focuses on health and wellness products.

**Director of Support Services, August 2011 – November 2014**

Comprised of both the training and technical support teams, Support Services was responsible for all US-based training initiatives, 2<sup>nd</sup> tier technical support, technical documentation, and member bonus payout processing, as well as occasional minor skunkworks.

- Identify, propose, and create technology-based solutions, such as a just-in-time knowledge base, help article, and "quick-bite" training site for the customer care department.
- Work closely with business unit management to define training goals and deliver advanced training and support in order to ensure team expertise and growth.
- Developed and tested the UI and UX for an iOS and Android app (IsaLife), resulting in over 50k downloads in the first 6 months of release.
- Provide member (customer) business analysis through the implementation and training of key metrics; monitor performance and identify opportunities to support growth initiatives.
- Efficiently scaled team workload 200% over an 18-month period to align with company growth.

**Director of Training, October 2007 – August 2011**

Promoted from Manager to Director in April 2009. Expanded the organization's global reach by leading the design, development, implementation, and evaluation of training initiatives. Leveraging skills in organizational development, my team created and presented engaging learning programs, while ensuring all training met adult learning needs.

- Led and coordinated the design and implementation of an LMS (learning management system) for both internal and external use with a strategic approach to software and hardware costs to remain within budget.
- Conceptualized and directed the development of interactive distance learning programs for over 400,000 external customers on a global scale.
- Conducted skill gap assessments to identify opportunities in call center knowledge and created training to address those gaps, resulting in a 20% efficiency boost in call handling times.
- Delivered instructor-led training and coaching for up to 10K members via breakout sessions at company events.

- Created the “IsaGeeks” brand-within-a-brand YouTube channel to make tools-based learning more inviting for a non-technical audience, which yielded 35K monthly views.

## **ADDITIONAL RELEVANT EXPERIENCE**

### **CheckFree (now Fiserv) – 5 years**

- Technical Trainer
- Application Support Specialist – Staff

### **SalesLogix – 3 years**

- Trainer
- Technical Trainer

## **EDUCATION**

### **Computer Science** (*Most coursework completed*)

University of Phoenix, Phoenix, Arizona 2003 – 2006

Courses included management theory and application, Java programming, and database design and implementation.

### **Criminal Justice** (*Most coursework completed*)

Columbus State Community College, Columbus, Ohio 1995-1998

Courses included advanced psychology, public policy, and philosophy.

## **SOFTWARE / SKILLS**

- Microsoft Office
- Captivate
- Javascript
- TalentLMS
- Photoshop
- InDesign
- SumTotal LMS
- Camtasia
- Illustrator
- HTML
- Moodle
- Articulate Storyline