





Eric Ovando

Learning & Development Manager

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Skills

Adult Education | e-Learning Development | Employee Development | Instructional Design | Leadership | Learning Analytics | Performance Management | Project Management | Video Editing

Software

Adobe Captivate | Adobe Illustrator | Adobe InDesign | Adobe Photoshop | Adobe Premier Pro | Articulate Storyline | Attensi | Camtasia | Cornerstone LMS | Docebo LMS | Figma | Jira | Google Office Suite | Microsoft Powerpoint | Microsoft Sharepoint | Microsoft Teams | Microsoft Word | Microsoft Outlook | SmartSheet

Professional Experience

Dine Brands Global Manager, Learning & Development

04/24 – 02/25

- Lead the strategic design, development, and implementation of restaurant team member training programs for over 45,000 team members
- Partnered with cross departmental leaders to implement new gamified training platform, Attensi, for over 1,700 supported restaurants
- Collaborated with cross-functional team to align training programs with organizational goals
- Performed intake of new training projects, delegated work to instructional designers, and tracked projects to ensure milestones were achieved by desired dates
- Redesigned the instructional design onboarding process to improve team member retention 30%
- Managed approx. 11 projects annually for instructional designers on the Restaurant Team Member Training team to ensure deliverables are delivered on time and on-budget
- Mentored and coached instructional designers to enhance their instructional design skills by connecting them to continuing education opportunities
- Manages the relationship between various vendors (training materials translations, external e-Learning development, print materials)
- Spearheaded the development of training materials templates (e-Learnings, videos, storyboards) to reduce development time by approx. 15%

Sr. Instructional Designer

10/22 – 04/24

- Managed the full-cycle development of 9 e-Learning modules for the IHOP brand
- Redesigned Menu e-Learning modules to reduce the amount of time the end-user would need to engage with the module (previously 15-20 min.; reduced to 5-7 min.)
- Managed and produced over 60 training videos used throughout the IHOP brand's training materials.

02/22 – 10/22

Instructional Designer / Endpoint Closing

- Designed, developed, and implemented onboarding program for 9 roles for the Operations team
- Design and develop e-Learning modules, workshop presentations, and job aids
- Created software simulations of back-end escrow software and Endpoint App
- Recorded and edited training videos to be used across e-Learning modules and workshops

03/21 – 02/22

Instructional Designer / PDS Health

- Managed the New Clinician Training Portfolio for the organization
- Partnered with clinical SMEs to design and implement quality training material for new clinicians
- Partnered with University Relations SMEs to design engaging workshops to be delivered at universities across the nation
- Partnered with Emerging Technologies (IT) SMEs to design and deliver accurate training materials for new technology implemented in healthcare offices
- Designed and developed e-Learning modules, workshop presentations, and job aids
- Ensured that Continuing Education (CE) courses meet requirement for clinicians to receive for CE credits

08/18 – 03/21

Recruiting Coordinator / PDS Health

- Partnered with New Region recruiters to coordinate opening new clinical roles and team member requisitions as needed
- Guided hiring managers and new hires through the background check, hiring paperwork, and credentialing process

05/06 – 08/18

Assistant Manager / Vetco Veterinary Clinics

- Managed key district-wide projects including deployment of an electronic medical records system
- Led team to a 93% positive customer rating
- Hired and trained on average 6+ team members on a yearly basis
- Partnered with the District Manager to maintain the highest team member retention rate in the organization
- Direct supervisor of a team of 25+ veterinary assistants, who rotate between 60+ mobile veterinary clinics throughout Southern California
- Ensured daily operations run smoothly and efficiently by coordinating with multiple departments including Purchasing, Accounting, IT, and Marketing
- Partnered with district manager to ensure that district is properly staffed and oversee full cycle recruiting and onboarding of assistants and clinic leads
- Generated and prepared sales metrics reports for weekly management review with District Manager

Education

05/2021

M.S. Instruction Design & Technology / CSU Fullerton

05/2017

B.A. Sociology / CSU Fullerton

Certificate

08/2022

Project Management / Cerritos College