

RACHEL WEISS

LEARNING & TALENT DEVELOPMENT LEADER

Phoenix, AZ

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SUMMARY

Training, talent, and learning leader with extensive experience designing and scaling training programs, professional learning initiatives, and thought leadership at enterprise scale. Proven ability to translate learning science and organizational needs into high-impact global programs that drive engagement, adoption, and long-term results. Trusted partner to leaders with deep expertise in professional learning, assessment practices, leadership development, and talent management. Recognized for building high-performing, cohesive L&D teams and championing cross-functional collaboration to connect business priorities with learning initiatives. Valued cross-functional collaborator, who cultivates relationships and achieves results.

EXECUTIVE SKILLS

- Training Program Development
- Professional Learning and Development
- Live Workshops and Facilitation
- Thought Leadership and Enablement
- Talent Assessment and Career Pathing
- Onboarding and Orientation
- Strategic Planning and Collaboration
- Team Leadership and Coaching
- Effective Communication
- Talent Development and Management
- Program Assessment and Evaluation
- Employee Engagement

PROFESSIONAL EXPERIENCE

Arizona College of Nursing

Director of Learning & Organizational Development

09/23-01/26

- Redesigned and launched performance assessment process, increasing adherence by 20%
- Built and facilitated bespoke leadership program for new managers, with 4.8/5 recommendation rate and resulting in five promotions in one year
- Selected and implemented learning technology (LMS, eLearning authoring platform, video platform) for full company rollout
- Designed online orientation courses for new hires
- Built career pathing process for high-turnover leadership roles
- Enhanced company-wide development with professional development webinar series and workshops, averaging 4.7/5 satisfaction scores
- Provided thought partnership to leaders and employees throughout the organization
- Created company-specific compliance training required for all employees in the organization

The Human Manager

Consultant/Founder

09/22- 09/23

- Worked as an external consultant for a variety of organizations and industries
- Created and facilitated customized developmental content focused on leadership and change management
- Led conference sessions and webinars focused on leadership development and professional skills
- Provided thought partnership and coaching for executives
- Wrote blog articles for organizations focused on reducing stress and maximizing productivity in the workplace

Modern Animal

Director of Learning & Development

05/22-09/22

- Restructured onboarding program for efficiency and productivity, including new format and resources
- Led and grew Learning & Development team with new roles to address specific business needs
- Collaborated with business units to maximize developmental opportunities

Included Health

Director of Training & Knowledge Enablement

05/21-05/22

- Set and led strategic vision for professional Learning and Knowledge Enablement teams
- Determined quarterly performance goals/KPIs and set milestones for teams in order to meet business needs
- Led selection and integration of training technology (LMS and eLearning software) used company-wide
- Utilized learning needs assessments to produce high-quality learning solutions that enhanced employee knowledge and confidence, from onboarding new hires to leadership development for managers, averaging 4.8/5 in satisfaction scores
- Built and facilitated workshops on critical leadership and coaching skills
- Coordinated and optimized collaboration with other departments to improve performance

Oscar Health

Director, Learning & Development Head of Training

09/18-05/22

- Set and executed strategic vision for Training team/Learning & Development team, including goals/KPIs
- Built team bench strength and diversity through targeted hiring and developmental support, leading and growing the team from 6 people supporting Operations to 18 people supporting the full organization
- Structured and led team design of robust onboarding and continuing education programs for various business units, including both online and in-person courses
- Partnered to reimagine and market new Performance Assessment process for the organization
- Oversaw staff development and functional onboarding, bringing in hundreds of new personnel
- Developed and improved assessment systems for facilitator, course, and learner performance evaluations
- Leveraged team exercises, simulations, and group activities to increase training program engagement
- Introduced new LMS to organization; moved to more robust LMS due to employee adoption and usage

GoDaddy

Senior Manager, Transformation & Corporate Operations Senior Manager, Global Learning Programs Program Manager, International Instructional Designer

09/13-09/18

- Collaborated across corporate work streams to design a unified, globally consistent employee experience
- Owned and developed training initiatives and program development in six global call centers, including onboarding for over 500 employees around the world
- Created and maintained all curricula for onboarding and continuing education learning programs
- Collected and analyzed data to determine success of initiatives and ROI of training programs
- Conducted weekly coaching sessions with global training team
- Facilitated corporate leadership program, including designing and presenting data-driven materials
- Coordinated external speakers for GoDaddy Women in Technology, an employee resource group
- Created relevant and impactful training materials through research and collaboration with subject matter experts, both live facilitation and self-driven eLearning courses, used by employees around the globe
- Presented customer-facing webinars through Adobe Connect and Webex for GoDaddy product

Arizona Agribusiness and Equine Center

Program Director

08/09-06/13

English Instructor/Curriculum Developer

- Created process and built handbook for senior capstone project
- Trained staff and students on concept, curriculum, and evaluation of projects
- Utilized a variety of assessment tools and strategies to improve instructional methods and learner outcomes
- Devised original curricula, with multiple objectives, for a variety of subjects and learners while adhering to state standards
- Differentiated curriculum and instruction based on cognitive ability levels and learning styles
- Delivered constructive feedback and collaborated with learners to improve performance

Paradise Valley Community College

08/02-05/09

Adjunct Professor of English

- Utilized principles of adult learning to write original curriculum for multiple courses while adhering to district-wide policies and guidelines
- Assessed and evaluated learner work and provided meaningful feedback for enhanced performance
- Selected and implemented relevant and interactive learning media to increase student engagement

Clark County School District

Paradise Valley School District

01/98-05/09

English Instructor/Curriculum Developer

- Devised original curricula and assessments, with multiple objectives, for a variety of subjects and learners at the middle school and high school levels
- Differentiated curriculum and instruction based on cognitive ability levels and learning styles
- Delivered constructive feedback and collaborated with learners to improve performance

University of Nevada, Las Vegas

Community Colleges of Southern Nevada

Adjunct Professor of English

01/98-05/02

- Utilized principles of adult learning to write original curriculum for multiple courses while adhering to district-wide policies and guidelines
- Assessed and evaluated learner work and provided meaningful feedback for enhanced performance
- Selected and implemented interesting and interactive learning media to increase student engagement

EDUCATION

Master of Healthcare Innovation

Arizona State University

Master of English

New York University

Secondary Education Certification Courses

University of Nevada, Las Vegas

Bachelor of Arts, English

University of California, Riverside

CERTIFICATIONS

- ATD Master Trainer
- ATD Master Instructional Designer
- ATD Consulting Skills
- ATD Evaluating Learning Impact
- ATD Program Management for Learning Professionals
- Training Magazine, Articulate Storyline for Next Level Design
- Vital Smarts, Crucial Conversations