

Melissa L. Bryant

Global Manager, Learning & Development

Bachelor of Science (BS), Organizational Leadership

University of Central Oklahoma

[Melissa Bryant Global](#)

rmme.bryant@gmail.com ✉

(405) 831-7198 📞

Lexington, OK United States

EXPERIENCE

Global Manager, Learning & Development

American Auto Shield

04/2022 – Present

Remote

- Lead the L&D department including three training supervisors which have larger teams of customer service, claims trainers and nesting coaches. (30+ employees)
- Design, plan, and, implement corporate training programs, leadership academies, policies, and, procedures through UKG.
- Partner with the AVP of L&D to develop and coordinate the strategy to meet current and future business objectives.
- Ensure an effective framework that supports managers self-service and provides the infrastructure to support cultural change by empowering managers to effectively lead through ongoing organizational growth.
- Contribute to talent management processes, career development, and, improved career planning.
- Report on the impact of all training programs using industry standard metrics.
- Director for global business process outsourcing to the Philippines.
- Build and maintain L&D yearly budget.

Senior Learning & Development Specialist

American Auto Shield

04/2021 – 04/2022

Remote

- Create and deliver monthly professional development courses for all tiers of the organization.
- Create and deliver an all-inclusive Leadership Academy providing targeted training to high performers, newly promoted leaders, mid-level management professionals, and executive leadership.
- Head of Training Governance Committee overseeing intake of new projects.
- Regularly conduct needs analysis and provide executive summaries to ensure the most relevant, up-to-date training.

Training Specialist

ECS-Federal LLC / United States Postal

Service Contract

10/2006 - 04/2021

Norman, OK

- Training Specialist and Lead Facilitator for executive leadership, supervisory programs for resident, field, and virtual modalities.
- Create, maintain, and facilitate all programs including onboarding.
- Travel to USPS field locations spanning the United States conducting leadership training.
- Advance knowledge of SAP/Learning Management System & HERO.

TARGETED SKILLS

- Global Project Management
- Mentoring
- Leadership Styles
- Emotional Intelligence
- DISC, Predictive Index Certified
- Performance Management
- Leadership Programs
- Training and Development
- Communication Skills
- Learning Management Systems (LMS)
- Budgeting
- Critical Thinking
- Operational Excellence
- Team Building
- Change Management
- Talent Optimization
- Conflict Resolution
- Ethics and Integrity
- Google Suite, Microsoft, SharePoint
- Quality Assurance

Licenses & Certifications

- **Talent Optimization Leader**
The Predictive Index
Issued Jan 2022
- **Organizational Learning & Development**
LinkedIn
Issued Nov 2021
- **Coaching New Managers**
LinkedIn
Issued May 2021
- **Microsoft Planner Essential Training**
LinkedIn
Issued May 2021
- **Developing Your Emotional Intelligence**
LinkedIn
Issued April 2021
- **Project Management Risk Management**
United States Postal Service
Issued Apr 2014
- **Project Management Schedule Management**
United States Postal Service
Issued Apr 2014
- **Trainer Certification**
United States Postal Service
Issued September 2009

References

Justin Windsor - Branch Manager, United States Postal Service
Justin.l.windsor@usps.com
405-250-7851

Kara Ness - Assistant Vice President, American Auto Shield
Kara.ness@americanautoshield.com
303-520-4203

Paul Warrick - Retired Executive Manager, United States Postal Service
PWarrick1@cox.net
405-885-1995

Website

[Melissa Bryant Global](#)