

*I partner with organizations to move them towards their goals through training, change management, leadership consulting and efficient business processes and tools. I quickly learn about needs, pain points, organizational goals, and subject matter in order to advise on the best course of action and achieve it efficiently and cost-effectively. I am adept at helping clients to develop and implement a rapid eLearning strategy to move your training to asynchronous, synchronous, or blended online learning experiences to build capacity. I have 21 years of instructional design, training delivery, and management consulting experience, 14 of which have been largely remote, serving projects both domestically and globally.*

## PROFESSIONAL EXPERIENCE

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**Covenant Consulting, LLC** 2012-Present  
*Co-Founder*

**Cascades Advisory Group, LLC** 2007-Present  
*Founder and President*

*Services on a contract, sub-contract, or teaming partner basis include:*

- ◆ **Training Design:** Customized curriculum development and assessment for systems, processes, finance, management, cooperatives, safety, and soft skills for web-based courses, webinars, websites, eLearning, blended learning, classroom trainings, workbooks, exercise/activity-based learning, quizzes, video scripting, and job aids. Articulate 360/Rise, VideoScribe, PowerPoint, and Adobe Premier Pro specialist.
- ◆ **Training Delivery:** Instructor-led classroom, blended, and webinar-based training of systems, processes, finance, management, and soft skills training. Train-the-trainer, pilot, large and small group training, and coaching.
- ◆ **Management Consulting:** Business improvement, COVID-19 business strategy, change management, leadership development, project management, financial management, entrepreneurial and small/medium enterprise business leadership, workforce analysis, helpdesk management, facilitation, business process reengineering, standard operating procedure documentation, A-123 compliant process mapping, electronic manuals, HR-related issues for federal (including Title 5 and 10) and non-federal clients, employee surveying, international emergency and aid response, and strategic planning.

*Experience and clients:*

- ◆ Developed training with global reach, including: Kenya, China, Ethiopia, Mexico, Cambodia, Thailand, Vietnam, Myanmar, throughout Europe, CdI, Indonesia, Tanzania, Rwanda, and Cameroon.
- ◆ Contract training delivery and instructional design on topics including: COVID-19 business success, instructional design, converting classroom-based courses to online courses, accounting, finance, sales, marketing, compliance, business improvement learning paths, agricultural cooperative management, food safety, hospital safety, needs assessments training, Deltek time and expense implementation, federal expense auditing, federal time and expense compliance, food safety, financial awareness, leadership, critical thinking, oral/written communications, career building, professionalism in the workplace, problem solving, helpdesk management, grant management, conflict resolution, human trafficking, community response, performance management, proprietary HR-related and system-related courses, financial systems, auditing, business ownership, interviewing tips, resume writing, proprietary standard operating procedure courses, soft skills, and MS Office.
- ◆ Clients include Federal government, corporate, local government, international non-governmental organizations, and non-profit clients: World Bank Group/International Finance Corporation and its clients globally, Accenture, U.S. Marshals Service (USMS), Department of Justice (DoJ), U.S. Department of Defense (DoD), Department of Labor (DOL), Comprehensive Learning Solutions, The Common Application, Department of Veterans Affairs (VA), DC Water and Sewage Authority (DCWASA),

McLean Bible Church, Wonderfully Made, Covance, Community Bible Study, Serco N.A., and Daugherty and Associates (DAI).

◆ **Previous GSA Schedule holder: MOBIS SIN 874-1, FABS SINS 520-13 and 520-14**

**BearingPoint, Inc. (formerly KPMG Consulting)**

2002-2006

*Senior Consultant*

- ◆ Managed 3 training and development client delivery teams within the USMS simultaneously.
- ◆ Served as training development and delivery subject matter expert for practice; served in training plan development and training program development and deployment.
- ◆ Developed/managed Balanced Scorecard and dashboard for Department of Homeland Security (DHS).
- ◆ Coached key Department of Justice (DOJ) and DHS clients on training, leadership development, workforce planning, emergency preparedness, and performance management.
- ◆ Developed and delivered internal training courses, including: Proposal Writing, MS Excel, Interviewing, Effective Meetings, and Formatting in MS Word.
- ◆ Won and managed \$1.5 million in new business annually, with \$2-3M pipeline.
- ◆ Managing all aspects of engagement control, financials, client management, and performance management for several teams and projects.
- ◆ Developed, trained on, and implemented a new-hire assimilation program and training courses for internal use in a group of 800+ employees. Managed team of trainers.
- ◆ Developed and trained on performance measurement systems based on Balanced Scorecard methodology for the Immigration and Naturalization Service (INS) and several non-profit organizations.
- ◆ Conducted Capabilities/Competencies Assessment, including Activity-Based Costing and Workforce Assessment, to enable INS to transition to DHS and service customers effectively and cost-efficiently.
- ◆ Developed, conducted, and analyzed employee and stakeholder surveys for internal and external clients.

**Nonprofit Organizations**

2002-2007

*Independent Consultant*

- ◆ Coached and trained leadership, logistics, and conference speaking for national conferences.
- ◆ Trained employees on new technology, including new computer hardware and software.
- ◆ Trained and consulted on various issues including leadership development/training, communications, organizational structure, performance management, performance measurement, and conflict resolution.

**First Baptist Church of West Palm Beach, FL**

1999-2001

*Director of Preschool Ministries*

- ◆ Recruited and led staff: assistants (2), coordinators (7), teachers (75), and volunteers (>100).
- ◆ Gave visionary and strategic leadership to the ministry, averaging 375-425 in attendance each weekend.
- ◆ Redeveloped recruitment strategies in order to recruit over 90 volunteers and 35 paid workers.
- ◆ Developed a children's church for preschool-aged children called Preschool Praise.
- ◆ Empowered teachers through monthly training sessions, weekly contact, and training mini-lessons.
- ◆ Communicated with parents, students, and teachers, including implementing new visitation programs.
- ◆ Strengthened security and efficiency by researching systems and finding donors to implement system.
- ◆ Managed the budget and developing alternate funding opportunities through donors and programs.

**EDUCATION**

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- ◆ M.A. in Organizational Leadership, Regent University, Virginia Beach, VA, 2003
- ◆ B.A. in Education, *Magna cum Laude*, Palm Beach Atlantic University, West Palm Beach, FL, 1999

**AWARDS AND CERTIFICATIONS**

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- ◆ [Certified Master Trainer in Designing Learning](#), International Finance Corporation
- ◆ Project Management Professional (PMP) certification
- ◆ Certified as a Competent Toastmaster and Competent Leader through Toastmasters International

- ◆ [Signatory](#) of the [GLC Principles for Learning](#), International Finance Corporation (Covenant Consulting)
- ◆ Gold Beacon Award, BearingPoint, for development of Peer Advisor Program (new-hire assimilation)

## VOLUNTEER POSITIONS

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- ◆ Co-chaired Christian Fellowship Academy Walk-a-thon 2012, 1 year.
  - ◆ Led Human Trafficking Response Team for Loudoun County, 1 year.
  - ◆ Board of Wonderfully Made Foundation, 1 year.
  - ◆ Volunteer at Loudoun Child Advocacy Center, 2 years.
  - ◆ Volunteer Director of U.S. Operations, Wonderfully Made Jewelry, 2 years.
  - ◆ Mission trips: Served on 8 trips to Latin America and Asia, led 5. 1 extended teaching trip to China. Foci on training, human trafficking, and ESOL, 14 years.
  - ◆ Small Group Ministry, McLean Bible Church: trained and mentored leaders, led leaders' small group and other small groups, developed curriculum for small groups, created/delivered workshops, and developed ministry strategy, 7 years.
  - ◆ Lead trainer of AV tools and producer of TV-quality broadcast, 1 year.
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