

MICHELLE PACHECO

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PROFILE

Innovative executive with over a decade of experience in enterprise organizational development and effectiveness, skilled in executing AI upskilling and reskilling programs that promote workforce adaptability in dynamic environments. Proven track record in leading award-winning, geographically diverse instructional design teams of up to 22 members. Expert in leveraging data analytics, leadership, and communication strategies to drive a high-performance workplace while ensuring optimal learning effectiveness and operational excellence within healthcare and corporate sectors.

CORE COMPETENCIES

- **Curriculum Development:** Crafting and implementing innovative learning programs that cater to diverse organizational needs, enhancing learner adoption of new technologies and processes.
- **Leadership Development:** Cultivating leadership capabilities through targeted initiatives and competency modeling, facilitating measurable improvements in employee engagement and performance.
- **Program Management:** Effective in overseeing multimillion-dollar budgets and strategic project management, employing Agile methodologies to ensure timely delivery of quality improvement initiatives.
- **Process Optimization:** Expert in conducting data analysis and implementing best-practice frameworks, enhancing operational workflows to foster continuous improvement across departments.
- **Change Management:** Skilled in applying change management principles to ensure smooth transitions, building organizational resilience and adapting to evolving business landscapes.

EXPERIENCE

Senior Manager, Learning

Healthfirst | 2019 – 2026

- Redesigned Annual Compliance Training, achieving a reduction in training hours from 8 to 4 by successfully Set enterprise learning strategy for compliance, leadership development, and workflow-based performance support, reducing annual compliance training from 8 hours to 4 hours.
- Built a digital learning environment that expanded just-in-time access to performance resources and reduced average call handling time by 20%.
- Led a Tableau-based learning intelligence solution that improved reporting accuracy by 80% and strengthened executive visibility into learning outcomes.
- Directed annual needs assessments with business and organizational leaders, increasing targeted leadership development offerings by 30%.
- Managed a \$2.5M annual budget and a portfolio of 12+ leadership programs, delivering 98% on-time execution across assessments, blended learning, and digital content.
- Partnered with Organization Development to implement a competency-based leadership model adopted by 100% of business units within 18 months.

- Led LMS transition activities that improved course completion rates by 45% and reduced administrative workload by 30%.
- Reduced front-line onboarding time by 40% while increasing quality scores by 12% through redesign of learning pathways and role-based performance support.
- Improved targeted training completions by 42% through enhancements to design, development, and learner experience.
- Established a stronger program evaluation process that increased actionable insights by 95% for enterprise learning decision-making.

Senior Manager of Organization Readiness

AdventHealth | 2014 – 2019

- Directed learning strategy and implementation support for an ERP transformation affecting 80,000+ employees across 46 hospitals and 14 facilities.
- Led a team of up to 22 professionals, including full-time employees and contractors, to deliver enterprise learning solutions at scale.
- Oversaw readiness planning, curriculum design, and adoption support to accelerate enterprise implementation and user proficiency.
- Designed training programs that achieved 95% completion and reduced onboarding time by 50%.
- Established quality standards and governance for learning asset development to improve consistency, scalability, and delivery efficiency.
- Aligned learning deployment with business timelines, operational priorities, and cross-functional implementation requirements.
- Supported change leadership and organizational readiness across clinical and administrative environments during major system rollout.
- Applied instructional design, project management, and performance consulting methods to deliver high-volume learning support in a complex multi-site setting.

Program Manager of Learning

St. Vincent HealthCare | 2011 – 2014

- Directed leadership development and enterprise learning strategy for a national health care system serving 100,000+ employees.
- Managed a \$3M leadership development budget and expanded targeted learning offerings by 30% in response to business and workforce needs.
- Led a high-performing team of instructional designers, developers, and consultants, producing 97.8% learner satisfaction and 96.4% effectiveness scores.
- Partnered with Talent Management and senior leaders to align development strategy with succession planning, internal mobility, and workforce capability goals.
- Conducted enterprise needs analyses for major EMR and ERP initiatives, defining curriculum scope, audience segmentation, timelines, and resource requirements.
- Delivered customized learning solutions for 5,000+ employees in collaboration with cross-functional stakeholders.
- Developed competency models and blended learning approaches to support compliance, workforce readiness, and leadership capacity.
- Launched hands-on systems training and redesigned curriculum delivery to improve adoption and learning efficiency.
- Applied ADDIE methodology to architect learning solutions across departments and operational groups.
- Supported medical equipment and services training aligned to CMS and JCAHO requirements.

EDUCATION

- **M.Ed. in Instructional Design & Technology**
American InterContinental University | September 2011
- **B.S. in Health Science**
Keiser University | May 2010
- **A.S. in Radiologic Technology**
Keiser College | August 2004

CERTIFICATIONS

- Certified Professional in Training Management (CPTM), Training Industry
- Change Management Practitioner, Prosci
- Agile Certified Practitioner, PMI-ACP
- Six Sigma Green Belt

AFFILIATIONS

- Member, Association for Talent Development (ATD)
- Member, Project Management Institute (PMI)
- Member/Alumni, Training Industry
- Member, Society for Human Resource Management (SHRM)

REFERENCES

- Please visit discovermichelle.com