

# KATHY PYKKONEN

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## LEARNING AND DEVELOPMENT LEADERSHIP

Learning and development leader with diverse experience building employee experience initiatives including learning strategy and design, leadership development, change management, workforce and talent management, project management, team building, event planning and process improvement. Proven track record and knowledge leader with excellent interpersonal and customer focus skills in developing people and processes for continuous improvement, strategic planning, customer satisfaction and performance management. Recognized as an advocate of change, culture champion, relationship builder, mentor, and partner.

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## LEARNING AND DEVELOPMENT EXPERIENCE

**Jet Aviation** | Remote | May 2023-Present

Sr. Manager Standards and Training

- Designed and implemented training programs for multiple career paths in the organization. Created department manuals and Standard Operating Procedures to ensure standardization of training throughout the team.
- Lead a team of schedulers and dispatchers, ensuring compliance and regulatory oversight is followed for clients and managed aircraft.
- Organized department summit including team building, strategic planning and learning opportunities for all levels of team.
- Project managed cross functional efficiency initiatives introducing new systems, creating processes, and improving communications to ensure team members have the skills and tools needed to provide seamless, authentic, and memorable service to internal and external customers.
- Certified Global Customer Experience facilitator. Organize and facilitate in-person customer service training.
- Developed monthly virtual webinars on various interpersonal and technical topics ensuring professionalism and skill-based learning reinforcement.
- Created and delivered New Leader Onboarding and Manager Leadership Development curriculum, course work and learning objectives.
- Developed learning strategies for new hires by creating onboarding checklists and training plans for all positions in department.
- Led Gallop employee engagement survey deployment, analysis, and action planning. Introduced voice of the customer surveys to collect and evaluate data in efforts to improve processes and culture.

**Cirrus Aircraft** | Duluth, MN | October 2014-May 2023

Director, Learning and Development, Customer Experience, June 2022-May 2023

Director, Enterprise Learning and Development, October 2021-June 2022 Manager,

Enterprise Learning and Development, October 2014-October 2021

- Led Enterprise and Customer Experience learning and development departments, team members, budgets and vendors.
- Cocreated and led Cirrus University in technical operations, product development, customer experience and enterprise standardization initiatives, provided leadership to cross-functional teams in all businesses.
- Designed, developed, and facilitated all levels of leadership training. Served executive leadership to identify and serve leadership gaps in support of company initiatives and growth.
- Curated learning content including guides, job aides, eLearning, workbooks, gamification, and videos to inspire continuous learning culture within organization. Offered 100's of hospitality, sales, business, IT, and professional development courses delivered in-person, virtually, hybrid and self-paced.

## LEARNING AND DEVELOPMENT EXPERIENCE CONTINUED

- Committed leader to an inclusive environment! Lead coach and trainer for compliance, culture, embracing diversity and preventing harassment across the enterprise.
- Led the launch of “The Cirrus Experience” a comprehensive training program that led world-class customer experience standardization and training inside Cirrus and across our partner network.
- Led Talent Review initiative resulting in visibility of current talent development needs, high potential development opportunities, critical employees, and retention risks.
- Led and implemented strategic workforce planning initiatives with Korn Ferry competencies and assessment. All partners trained and strategy introduced.
- Coordinated workforce development, upskilling and reskilling responsibilities while leading Cirrus Tuition Assistance program.
- Visioned and tested training strategy for Cirrus Operating System. Wrote and presented business review for people and training.
- Innovated new employee and new leader onboarding strategies to ensure a welcoming experience and effective training experience to reach quicker productivity. Constantly innovated a red-carpet experience for new hires.
- Culture steward for the employee experience. Codeveloped service essentials for behavior strategies internal and external to organization.
- Leader in the development, implementation, and continued utilization of Cirrus University Learning Management System (LMS) and administrators’ team.
- Served on multiple project teams throughout enterprise, recognized expert on people behavior, change, people influence and coaching strategies.
- Led competency identification and selection and talent reviews enterprise wide. Began to link the employee lifecycle strategy with leadership, from job description development, interviewing, selection, and onboarding.
- Training, assessment, and program design and development of numerous workshops in team building, team norming, employee engagement, leadership, skills identification, and development
- Participated in standardizing Cirrus Services Playbook, Cirrus Operating System Charter, communication plans, project management as a change leader utilizing process improvement techniques.
- Event planning expertise. Created and facilitated numerous executive level events across enterprise.

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## EDUCATION

**Master of Science in Education**, Counseling, Human Relations, University of Wisconsin-Superior  
**Bachelor of Arts, Behavioral Science**, Western International University, Fort Huachuca, Arizona  
**Noncommissioned Officer Leadership** and Community College of the Air Force

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## CERTIFICATIONS/COMMUNITY LEADERSHIP

DiSC Assessment Certification	May 2024-Present
Prosci Certified Change Practitioner	September 2022-Present
Certified Korn Ferry Leadership Assessment Practitioner	February 2022-Present
Certified StrengthsFinder Facilitator, The Gallup Organization	May 2009-Present
Certified MBTI Facilitator	July 2001-Present
Board Member, Lake Superior Association of Training and Development	January 2015-June 2022
Ritz-Carlton Leadership Center Certificate	October 2021
National Association of Talent Development Conference	August 2020
Leadership Development Program, Cirrus University	July 2015