**Michelle Ollmann**Milwaukee, WIollmann.michelle@gmail.com ● 414.303.9626

<michelleollmann.weebly.com> | <https://www.linkedin.com/in/michelle-ollmann/>

Committed to adult learning and process improvement. My collaborative approach supports organizational development through communication and engagement. As a leader, I excel at developing individual talent   
and assembling teams that deliver solutions with diverse perspectives and innovative approaches.

**PROFESSIONAL SKILLS**   
● Learning Need Analysis and Performance Consultation ● Instructional Design   
● Technical Writing ● Project & Program Management ● Change Management   
● Resource Management ● Knowledge Management ● Quality Assurance   
● Process Design & Implementation ● Strategy

**TECHNICAL SKILLS**● Microsoft Office Suite preparation and presentation ● SharePoint content and workflow design   
● Camtasia video design and editing ● Data analytics, reporting, and visualization   
● Adobe InDesign for visual communication and marketing ● User experience and web-design

**EXPERIENCE**

**U.S. Bank Global Fund Services**, Milwaukee, WI **October 2004 – Present**

* Director of Training, July 2019 – Present
  + Directed a team of local and remote Instructional Designers, Training Facilitators, eLearning Developers, and Learning Management System (LMS) Administrators for a global service provider.
  + Consulted on initiatives related to technology enhancements and process design and improvement, including the identification of key business metrics and risk mitigation efforts.
  + Designed and maintained standardized new employee onboarding process and training to ensure organized and easy to follow tools for management, as well as a seamless and positive experience for new employees.
  + Established Learning Management System (LMS) administration standards to ensure accuracy of employee training records for reporting and compliance with regulatory requirements.
  + Established evaluation methods and key performance indicators. Analyzing data trends to improve facilitation techniques, enhance program effectiveness, and identify opportunities to improve transfer of knowledge to meet strategic business goals.
  + Exceeded key experience and learning performance indicators, each consistently averaging over 90% for in-person, virtual, and eLearning modalities.
  + Contributed to the design and development of a knowledge management system consisting of procedures and workflows used to support collaboration and knowledge sharing within the organization, also resulting in additional opportunities for cross-training and employee development.
  + Designed and facilitated leadership development workshops focused on foundational skills such as self-reflection, situational leadership, feedback, strategic delegation, and change management.
  + Led team through virtual transformation of business practices to coordinate global training solutions for locations across the United States and Europe.
* Training Manager, January 2015 – July 2019
  + Managed a team of instructional designers and training facilitators.
  + Coordinated and scheduled instructor-led training courses to accommodate department hiring needs and unique learner curriculums.
  + Maintained and managed training materials and job-aids for instructor-led, eLearning, and microlearning solutions to ensure content was current, relevant, and engaging for appropriate employee audiences.
  + Implemented custom instructional design frameworks that blended multiple industry-leading approaches with business needs to ensure standard best-practice approach to learning solution development.
  + Collaborated to design department procedures to implement and support two ISO certifications focused on knowledge and quality management, and the design and management of learning services.
  + Integrated talent development model that supports holistic learning by strategically outlining and organizing formal learning events with mentoring opportunities, microlearning reinforcements, and other development opportunities to deepen employee knowledge, retention, and engagement.
  + Coordinated cross-departmental employee job shadowing program to reduce silos, decrease attrition, and increase collaboration and process improvement between business lines.
  + Led cross-departmental committee responsible for identification and implementation of continuous improvement initiatives that positively impacted quality, cost, delivery, or service.
* Instructional Designer/Training Facilitator, June 2011 – June 2015
  + Partnered with leadership and subject matter experts to design learning solutions that met specific knowledge and skill application needs.
  + Facilitated job-specific technical courses for positions such as Mutual Fund Specialist, Contact Center Customer Care, Quality Assurance, and Shareholder Correspondence.
  + Contributed to improve service level agreements, call scores, and quality resulting in best in class awards from National Quality Review (NQR) year over year.
  + Designed department processes and communication tools in SharePoint to improve coordination and training resource management.
  + Mentored other instructional designers and technical writers within organization.
  + Incorporated micro-learning procedural videos into job-aids for just-in-time skill reinforcement.
  + Curated continued education opportunities for the enterprise learning and development community. Responsible for the identification and support of topic presenters, as well as providing balanced feedback to ensure best practices related to instructional design and facilitation were applied during monthly sessions.

**EDUCATION**

* Certified Professional in Talent Development (CPTD), Association Talent Development (ATD)
* Master Trainer Certification, UW - Milwaukee School of Continuing Education
* Professional Communication (B.A), Alverno College, Milwaukee, WI

**PROFESSIONAL LEADERSHIP / COMMITTEE INVOLVEMENT**

* Process Improvement Committee, Chair
* Association for Talent Development (ATD), Member
* Communities of Practice for Learning Professionals, Content Curator