

PROFESSIONAL SUMMARY

Seasoned L&D leader with over 18 years of experience driving enterprise learning strategies, instructional design, and global LMS operations. Expert in creating scalable, results-oriented training programs aligned with business objectives and performance goals. Skilled in managing cross-functional teams, mentoring global learning administrators, and utilizing tools such as Articulate 360, Adobe Creative Cloud, Power BI, and SharePoint. Adept at applying data-driven design, maintaining ISO compliance, and leading continuous improvement initiatives. Expert in training delivery and design for sales and customer service functions, with proven ability to translate complex content into engaging, easy-to-understand formats. Recognized for strategic insight, operational excellence, and the ability to deliver impactful learning solutions in dynamic, fast-paced environments.

CORE COMPETENCIES

- **Leadership & Team Management:** Leading and mentoring cross-functional instructional design teams.
- **Data-Driven Learning Solutions:** Expertise in Power BI, learning analytics, and reporting to optimize training outcomes.
- **Instructional Design:** ADDIE, Kirkpatrick, Agile, Blended Learning, SCORM, eLearning Development (Articulate 360, Captivate, Camtasia).
- **Modern Learning Technologies:** Multimedia production, gamification, video creation, simulations, mobile learning, and learning management systems (SumTotal – owned by Cornerstone, SuccessFactors).
- **Collaboration & Stakeholder Engagement:** Working closely with SMEs, business leaders, and HR to deliver tailored, high-impact training solutions.
- **Project Management:** Global training delivery, content development, and training program management.

SELECTED ACHIEVEMENTS

Global Learning Leadership & Instructional Design

- Directed global instructional design teams to deliver innovative, role-based eLearning for 9,000+ employees, aligned with business objectives.
- Championed mobile learning, multimedia simulations, and emerging technologies to boost engagement and retention.
- Improved compliance training outcomes with a 30% increase in on-time completion.
- Leveraged Power BI to assess training effectiveness and deliver actionable insights to stakeholders.

Data-Driven Learning & Continuous Improvement

- Developed Power BI dashboards to track training performance, enabling data-informed workforce development decisions.
- Led learning needs analyses with business leaders and SMEs to close performance gaps.
- Created analytics reports on learner satisfaction, testing, and performance to drive ongoing enhancements.

Innovation & Modern Learning Methodologies

- Designed blended learning programs combining ILT and eLearning, increasing knowledge retention by up to 70%.
- Automated compliance training across multiple LMS platforms, improving efficiency and consistency globally.
- Produced multimedia-rich eLearning with Articulate 360, increasing learner engagement by 20%.

Training Optimization & Stakeholder Collaboration

- Aligned training strategies with evolving business goals and ISO 9001 standards in partnership with HR and SMEs.
- Developed global content strategies with measurable KPIs and compliance benchmarks.
- Provided strategic guidance and mentorship to instructional design teams to scale impactful learning solutions.

Mike Best

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PROFESSIONAL EXPERIENCE

Entegris, Inc. – Decatur, TX

Senior Manager, Technical Training | *Feb 2022 – Present*

Manager, Global Quality Training | *Aug 2017 – Jan 2022*

Training Consultant (Contract) | *May 2016 – Aug 2017*

Led global training strategy and LMS operations, ensuring compliance and performance tracking. Partnered with HR, SMEs, and business leaders to design data-driven, ISO-compliant learning programs tailored to organizational goals.

Mike Best Allstate Agency – Fort Worth, TX

Agency Owner/Manager | *Jan 2014 – Apr 2017*

Founded and grew a \$2M book of business, earning Allstate Honor Ring distinction. Developed and led training programs that enhanced agent performance and client retention. Held Series 6 and 63 licenses.

Alcon – Fort Worth, TX

Senior MFG Training Specialist | *Mar 2013 – Jan 2014*

Training Consultant (Contract) | *Jan 2012 – Mar 2013*

Designed and implemented manufacturing training to improve process consistency, safety compliance, and employee performance.

Securus Technologies – Carrollton, TX

Technical Trainer | *Sep 2011 – Dec 2011*

Delivered technical and soft skills training for contact center staff, improving efficiency and service outcomes.

USHEALTH Group, Inc. – Fort Worth, TX

VP/AVP/Manager, Marketing & Training | *Feb 2005 – Apr 2011*

Launched and led a national sales training academy, improving agent retention and long-term policy profitability. Advanced rapidly through leadership roles based on performance.

EDUCATION

M.Ed. in Administration | Texas Woman's University, Denton, Texas

Bachelor of Music | University of Texas at Arlington, Arlington, Texas

CERTIFICATION & TOOLS

Texas Teaching Certification | *6/27/1987 (Valid)*

Tools: Articulate 360, Captivate, Camtasia, Power BI, SharePoint, Adobe Creative Cloud, JIRA, SuccessFactors, SumTotal – owned by Cornerstone

Familiar with Cornerstone and other modern LMS platforms

Well-versed in adult learning principles and trainer best practice