

PROFESSIONAL SUMMARY

Corporate Training and Learning & Development leader with a strong record of building and delivering enterprise training programs that strengthen workforce capability, role readiness, sales performance, and business results. Experienced in needs analysis, adult learning, instructor-led and blended learning, manager development, sales enablement, product and systems training, role-based learning, coaching, skill validation, and acquisition integration. Hands-on leader who partners with business leaders, sales teams, functional groups, and SMEs to identify performance gaps and implement practical training solutions.

CORE CAPABILITIES

Corporate Training & Development • Training Needs Analysis • Adult Learning • Instructor-Led & Blended Learning • Facilitation • Role-Based Learning • Manager Development • Sales Enablement • Product & Systems Training • Coaching & Skill Validation • M&A Training Integration • Certification Programs • Learning Analytics & KPIs • Program & Project Management • Stakeholder Management • Cross-Functional Partnership • LMS Administration • Generative AI

PROFESSIONAL EXPERIENCE

SOLA Outdoor LLC — DFW, Texas

DFW Training & Sales | 2026–Present

Lead dealer onboarding, training, coaching, sales enablement, and business development, partnering with dealers, contractors, sales leadership, and customers to strengthen product knowledge, systems proficiency, sales effectiveness, and field readiness.

- Design and deliver instructor-led and digital training covering product knowledge, business systems, sales processes, customer discovery, solution-based selling, and field application; reinforce learning through coaching, demonstrations, practice activities, and performance-support resources.
- Develop presentations, videos, microlearning, FAQs, study guides, assessments, and sales-enablement tools using Microsoft 365, Google Workspace, Gemini, and multimedia technologies to support learning, communication, and field performance.

Entegris, Inc. – Global Role (NA, EMEA, APAC)

Senior Manager, Technical Training | 2022 – 2025

Manager, Global Quality Training | 2016 – 2022

Led global training and workforce-development initiatives supporting onboarding, technical and functional capability, certification, systems adoption, compliance, and operational performance. Partnered with leaders, functional teams, and SMEs to identify performance and skill gaps and implement scalable training solutions.

- Led a global training organization with **3 direct reports and 22 dotted-line team members**, including performance management, development planning, coaching, project allocation, and training budget participation.
- Led the **training integration of CMC Materials following its acquisition by Entegris**, directing the integration team and aligning training content, onboarding, schedules, and learning requirements to the Entegris Way. Migrated CMC training and historical learning records from **Cornerstone to SumTotal**, mapping courses and records to the Entegris LMS structure and completing the integration in September 2023.
- Served as **Enterprise LMS Owner and Lead Project Manager** for enterprise LMS implementation, including planning, backend configuration, testing, governance, deployment, and administration; integrated Workday data to automate role-based learning assignments and pathways.
- **Reduced time-to-proficiency and certification by 50%** through role-based learning, proficiency checkpoints, assessments, and skill validation.
- **Increased global on-time training completion from 60% to 92%** through improved governance, reporting, communication, and stakeholder accountability.

Fort Worth/Dallas Area
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PROFESSIONAL EXPERIENCE, CONTINUED

Entegris, Inc. – Continued

- Led the learning lifecycle from needs and performance-gap analysis through design, development, facilitation, assessment, measurement, feedback, and continuous improvement.
- Designed instructor-led, virtual, digital, video, and performance-support learning; used **Power BI** to evaluate effectiveness, workforce readiness, completion trends, and learning KPIs.

Mike Best Allstate Agency – Fort Worth, TX

Agency Owner/Manager | 2014 – 2016

Led **5 direct reports** across hiring, onboarding, coaching, performance development, and sales/service operations, including product, systems, sales, and customer-service training. Managed the agency operating budget, including training expenditures. Grew the agency to **\$2 million in premium revenue within two years** while achieving a **91% Customer Satisfaction Index (CSI)**.

Alcon – Fort Worth, TX

Senior MFG Training Specialist | 2013 – 2014

Training Consultant (Contract) | 2012 – 2013

Conducted an enterprise-wide skills-gap and training-needs analysis across **32 departments supporting 1,600+ employees**, identifying capability requirements and workforce-development priorities. Designed blended technical, systems, and compliance learning in partnership with business and operational leaders and administered **SuccessFactors (Plateau) LMS** within FDA- and ISO-regulated operations.

USHEALTH Group, Inc. – Fort Worth, TX

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

Built and led **USHEALTH Group Academy**, delivering onboarding, sales, product, systems, and professional-development training to strengthen salesforce capability and business performance. Led **9 direct reports** and managed training programs, schedules, facilitation, coaching, and communications while partnering with sales and business leaders to identify performance needs. Designed and facilitated instructor-led and blended training in product knowledge, sales processes, systems, customer conversations, and business acumen; trained participants achieved **2x higher profitability and 3x higher product-bundling rates**.

LEARNING TECHNOLOGY & TOOLS

Learning & Content Systems: SumTotal • ETQ Reliance Document Control • SuccessFactors (Plateau) • Cornerstone • LMS/CMS Administration • Content Governance • Workflow Automation • Version Control

Instructional & Multimedia: Articulate 360 • Adobe Captivate • Camtasia • Adobe Premiere Pro • Descript • CapCut • Adobe Creative Suite • Video Creation & Editing • Microlearning • Blended Learning

AI & Productivity: Gemini • Microsoft Copilot • ChatGPT • Grok AI • Google Workspace (Docs, Slides, Sheets, Drive, Meet, Forms, Calendar) • Microsoft 365 • SharePoint

Analytics: Power BI • Advanced Excel • Learning Analytics • KPI Dashboards

EDUCATION

Master of Education (M.Ed.), Administration | Texas Woman's University, Denton, Texas

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