

# RAYDIANCE DANGERFIELD

2015 Emerging Training Leader Award Recipient from *Training Magazine*

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## SUMMARY

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Talent development professional passionate about using learning to foster engagement and performance. 10+ years experience in building successful innovative learning solutions in corporate and academic environments.

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## SKILLS & KNOWLEDGE

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Adobe Captivate	Curriculum Development	Knowledge Management
Articulate Storyline	Educational Technology	LMS, SCORM/AICC
Articulate Studio	Facilitation & Presentation	Leadership Development
Adult Learning	Human Performance Improvement	Performance Management
Change Management	Instructional Design	Virtual & Blended Training

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## PROFESSIONAL EXPERIENCE

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### **External Consultant (Freelance), Focus Leadership (9/2015 - 4/2016)**

Provide consultation to business owner on transition of current leadership personality assessment certification program from virtual to blended delivery. Project includes training needs analysis, redesign of program structure, design and development of eLearning courses, and development of program evaluation tools.

### **Manager, Learning & Organizational Effectiveness at Inovalon (12/2013 – 4/2016 )**

Partner with leadership to assess organizational development needs. Collaborate with HRBPs and SMEs to address performance issues and learning needs. Lead and coach team in the design of company-wide and department specific interventions to support business units in achieving strategic goals. Instrumental in maturing the company learning function through expansion of courses, programs, development of metrics strategy, and LMS administration.

- Lead cross-functional team in job analysis and revamp of field role onboarding process. Designed blended training curriculum to scale delivery of job-specific skills to over 1100 field operations associates across the United States. Redesigned curriculum slated to save the department over \$500,000 in annual training costs
- Led strategy, integration and rollout of new competency model to include creating competency-based search capabilities in the LMS, streamlining all department assets by competency, and designing eLearning & instructor Led courses to educate workforce on using the model for development and feedback
- Led team responsible for redesign of content, delivery, and LMS administration of compliance program resulting in increase of compliant associates from 60% - 100% by end of open window
- Designed, developed, and implemented the company's first performance management training program and new manager program resulting in a culture of manager-led coaching and increased engagement scores
- Collaborated with SMEs to design virtual technical training on company products and complex healthcare topics
- Expanded course offerings by 20% with no increased cost to the company by completing a vendor comparison analysis and analyzing course survey metrics
- Designed and facilitated succession planning presentation aimed at building awareness with senior leadership and human resources business partners. Created tools to support HRBPs in identifying critical roles and high potentials for the company

## **Learning & Organizational Effectiveness Business Partner at Inovalon (2/2013 - 12/2013)**

Served as internal consultant to the business by collaborating with clients to align training and development solutions with business objectives. Used instructional systems design methodology and human performance improvement principles and techniques to identify performance problems and design learning interventions.

- Designed over 15 virtual, instructor-led, and eLearning courses and workshops in the areas of communication, change management, performance management, goal setting, coaching, and employee development
- Advised internal clients on use of the LMS as a course management and delivery tool
- Developed procedures, criteria and standards for use in evaluating the company's training and education programs and conducted surveys to evaluate program effectiveness

## **English Teacher at Anne Arundel County Public Schools (2007 – 2013)**

Designed, developed, and facilitated lesson plans for grades 9 - 12 in English Literature. Conducted assessments to identify skills gaps and create development plans to improve student achievement scores. Advised administration in the planning and implementation of the School Improvement Plan to ensure alignment with county-wide initiatives.

- Selected twice as model teacher for county's Right Start Teacher Mentoring Program
- Coached and supported new teachers contributing to strategic goal of retaining first-year teachers
- Designed and facilitated professional development sessions on incorporating technology into the classroom
- Redesigned college-level English curriculum resulting in the highest score increase (25%) in all subjects
- Designed English curriculum for the county's nationally recognized Homeland Security Program

## **Training Facilitator (Contractor) at Bon Secours Health System (2006 – 2009)**

Designed and facilitated workshops on Leadership Development and soft skills for teenagers. Collaborated with Program Director to make workshop improvements. Monitored and reported on learner progress.

## **Director of Workforce Development at Living Classrooms Foundation (2005 – 2007)**

Launched workforce development program focused on providing career support to at-risk youth. Provided guidance and coaching to case workers. Created client development plans and provided on-the-job coaching.

- Built strategic partnerships with over fifteen nonprofits, companies, and government agencies to create a pipeline of recruiting and placement opportunities for the program resulting in exceeding grant targets
- Designed a job-readiness curriculum to aid in preparing program participants for employment

## **Human Resources Assistant at B'nai B'rith Youth Organization (2004 – 2005)**

Supported Director of Human Resources in daily operations of the department. Coordinated new employee orientation and onboarding efforts. Audited and managed personnel files and database to ensure compliance.

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## **PROFESSIONAL ORGANIZATIONS & CONTRIBUTIONS**

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- Panel Judge: Training Magazine's 2016 Annual Training Conference, 2016 Online Learning Conference
- Member: *Association for Talent Development, International Society for Performance Improvement, and eLearning Guild*

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## **EDUCATION & CERTIFICATION**

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- M.A., Instructional Systems Development (est. 2017), *University of Maryland - Baltimore County*
- B.A., English Literature & Secondary Education, 2004, *University of Maryland - Baltimore County*
- Managing Organizational Transitions, *Linkage Inc.*
- Consulting Certificate, *Association for Talent Development*