

CAREER PROFILE

Performance driven with 18+ years of extensive training expertise, passion for driving efficiency, and highly effective in managing multi-dimensional teams and projects. Excel at executing strategic initiatives for project or program management while ensuring alignment with business priorities and leadership needs.

Areas of Strength

Sales Learning - Training and Development - Strategic Programs and Projects - Digital Transformation - Cloud Corporate University - Design Thinking - Entrepreneurship - Coaching & Mentoring

SKILLS SUMMARY

Strong business acumen and leadership skills; strong research and data-driven problem solving expertise; aspire for holistic learning ecosystems; and easily builds trust and relationships with peers and leadership

Software: MS Office Suite, Learning Management Systems -SuccessFactors, SumTotal, Taleo, Virtual Live Classroom, Photoshop, web conferencing (SAP Connect, Skype), Jam admin, Brainshark, and all social media

PROFESSIONAL EXPERIENCE

SAP Hybris, Global COE – Sales Content and Strategy | Atlanta, GA | 2017 – Current

Director, Global Programs

- Lead for global training programs and ongoing alignment with GCO organizations.
- Drive strategic initiatives such as managing our SAP Hybris eLearning content refresh to deliver the most relevant messaging and value propositions to the sales team, BDS, DGS, and Partners.
- Co-leading implementation of the new sales learning platform tool (Allego) to innovate the way the field creates and delivers best in class solution pitches.
- Manage and created cross-functional program roadmaps for sales teams, BDS, and DGS.
- Research and offer strategic recommendations, best practices, and deliver global communications.
- Work closely with sales management to define programs that increase sales competencies, advance negotiation skills, and accelerate competitive edge.
- Maintain strong relationships with sales management and peer groups.
- Regularly coach and mentor team members and interns.
- Lead FKOM and drive regional engagement.

SAP Ariba | Alpharetta, GA | 2015 – 2017

Global Strategic Sr. Manager – Sales, Services, Partners, and GCO

- Managed complex enablement programs as well as prioritized projects with cross-functional teams
- Developed and translated FKOM strategic goals into objectives, plans, and actions for regional leads.
- Created strategy and co-led content refresh initiative for all eLearning content for new hires.
- Co-led implementation of mobile content management tool (SAP Ariba SalesKit) to centrally distribute materials to internal and partner audiences.
- Regularly consulted and updated SAP Ariba Global Enablement leaders with strategic recommendations, program updates, and global communications.
- Collaboration and liaison with P&I, Marketing, and Partners to ensure field readiness for SAP Ariba LIVE (all regions).
- Continually build upon training roadmap to accelerate competencies to help drive pipeline growth.
- Regularly coached and mentored team members and interns.

Cox Communications, Inc. | Atlanta, Georgia | 2012 – 2014

Strategic Lead and Customer Care Manager – 2013-2014

Co-led a strategic initiative to develop an ecosystem to foster adoption of new training programs. Co-launched a self-service enterprise-wide use of training software that increased call center effectiveness by 25%. Tracked and reported on learning strategies to leadership. Developed and managed high impact learning plans. Created a collision calendar for training events to help sales management prioritize time for new hires.

National Training Program Manager – 2012 - 2013

Managed training needs for local, vendor, ILT and national programs (Cox University). Collaborated with training managers to determine needs for specific training programs. Supported People Services Change Management team to create internal processes to capture all training events and made strategic recommendations for improvement. Acted as a communications liaison between training leaders and change management.

Thackston & Olson, PC | Atlanta, Georgia | 2008 – 2012

Sr. Business Operations Manager

Identified strategies and objectives between estate attorneys and financial partners to develop customized estate plans. Lead for conversion and migration into new software system. Managed all marketing campaigns, website, advertising, print and social media presence. Delivered internal and external client support and communications to financial partners. Recommended new technologies and strategies to enhance business needs. Researched and assisted with selection of Subject Matter Experts and 3rd Party Vendors.

Ginger Davis Designs | Atlanta, Georgia | 2005 - 2008

Project Manager and Content Developer for Abode

Worked tightly with a small team to monitor and manage community forums. Collaborated with other support teams to develop instructional materials based on forum needs.

Eurocraft Wall Systems, Inc. | Atlanta, Georgia | 1999 - 2005

Business Operations and Project Management

Lead for procurement processes with vendors, partners and subcontractors including PO/SOW/Change Order negotiations for multiple \$7M+ projects. Responsible for management of 15 employees, 3 partners, and 50+ subcontractors. Facilitated communications and training to ensure sustained business objectives and OSHA compliance. Assessed organizational needs to design and execute training programs focused on developing skills and increasing productivity.

EDUCATION

Association for Talent Development – Fall 2017
Performance Consulting Certification

Purdue University

Master of Science and Education in Learning Design & Technology - Specialized in Strategic Leadership, 2016
Portfolio: [Ginger Davis Designs](#)

University of Georgia

Certification in Web Design & Content Management, 1999

University of Georgia

Bachelor of Science in Biology, 1997