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Senior Level Educational & Training Professional

15+ years' successful experience in driving high-impacting educational and learning program initiatives.

Senior Program Manager with effective experience in diverse industries successfully leading solution-based adult learning and development initiatives. Accomplished in the strategic alignment of concepts followed by the development, implementation, and maintenance of training programs focused on continuous improvement and performance enhancement. Instrumental in streamlining and improving processes and enhancing efficiency. Collaborative communicator continually focused on building relationships and promoting synergy across business lines to drive positive change, cohesive, comprehensive program approaches. Technically proficient in Adobe Photoshop, Adobe Dreamweaver, Audacity, HTML, MS Office 2010, SurveyGizmo (Survey Design), Adobe InDesign, Storyline 2, Adobe Breeze, Adobe Presenter, Adobe Captivate, Adobe Connect Pro, Articulate, Blackboard, Centra (Saba), Camtasia (TechSmith), Articulate Presenter, Elluminate, Metrics that Matter, Saba LMS – FDA, and Respondus.

Areas of Expertise

- Program Management
- Educational & Instructional Design
- IT Optimization Solutions
- Training & Facilitation

- Leadership & Development
- Process Management & Continuous Improvement
- Relationship Management
- Problem Resolution

Professional Experience

Verizon Communications, Silver Spring, MD
Manager, Workforce Performance, August 2018 - Present
Develop training and support materials for Verizon s Consumer Market sales and service workforce. Create interactive, engaging elearning, blended learning instructor lead training along with participant guides, job aids, scripting, role-plays and reference materials. Manage multiple projects to ensure timely training delivery to meet business needs and goals. Analyze overall training strategy to create processes that lead to more efficient and effective solutions.

- Contribute to team in first week of work by supporting pending projects
- Developed web-based training and job aids for sales representatives
- Professional development training for staff

Islamic Development Bank, Jeddah, Saudi Arabia
Senior Learning and Development Specialist, September 2015 – August 2018
Lead the development of training programs aligned with organizational needs. Assess operational gaps and training needs of the organization through comprehensive analysis and consultation. Construct yearly training strategies. Administer the design, implementation, and evaluation of specialized eLearning training courses. Analyze effectiveness of training programs and amend and revise as needed. Collaborate cross-functionally to ensure training alignment with needs. Coordinate workshop for top management teams. Negotiate critical vendor contracts. Serve as editor and chief of a monthly newsletter overseeing design layout, article selection, and accuracy. Manage $350K training budget utilization. Cultivate relationships with global training providers. Create and present reports on training performance.

- Enhanced retention through the development of an online on-boarding and orientation program.

- Increased training enrollment by 31%.

- Selected to manage the Young Professional Program.

Food and Drug Administration/Oak Ridge Institute for Science and Education, FEFA, Inc., College Park, MD
Instructional Design/Multimedia Specialist, January 2010 – August 2018
Provide comprehensive consultation and development of innovative learning solutions. Lead strategic learning initiatives. Develop training materials based on need assessments encompassing the production of videos, audio recordings, and other materials. Create learning materials including lessons plans, training assessments, videos, and evaluations. Partner cross-functionally to design training programs and ensure completion of deliverables. Utilize emerging technology and resources to deliver training program objectives.

- Successfully managed multiple training and educational projects.
- Created 30+ online training modules utilized by the Center for Food Safety and Applied Nutrition.
- Amplified training request through the development of an online request system that enables tracking.
- Spearheaded the addition of four FTEs and three contractors by building a strong business case as proof of concepts.

Prince Mohammed Bin Fahd University, Al Khobar, Saudi Arabia
Interim Department Chair/Assistant Professor of Humanities and Social Sciences, January 2014 – June 2015
Deliver Undergraduate and Graduate students in Writing and Research Teaching and Learning with Technologies Philosophies in Education and Learning Theories. Establish instructional schedules in accordance to organizational and curriculum needs. Develop materials to aid in instructional delivery. Collaborate with colleagues to determine objectives, organize content, and design instructional plans. Manage add/drop approvals, grade amendments, transfer credit review, and grievances.

Singapore University of Social Sciences, Singapore
Senior Learning Development Specialist, February 2009 - December 2009

Managed the development and implementation of adult educational and training technology-based solutions for print and web-based learning platforms. Analyzed market to identify trends and emerging technologies in the instructional design for e-learning sector. Developed learning roadmaps and conducted analyses of training implementation effectiveness. Designed educational and training courses. Drafted comprehensive narrative texts for courses and units, supplemental study guides, instructor manuals, case studies, or practical exercise utilized in course materials. Evaluated needs through the conduction of assessments and developed objectives to determine best course of action to support life-long learning. Utilized adult learning theory, educational psychology, instructional technology, and distance/e-learning into training and education concepts to enhance program success. Coached and mentored colleagues on appropriate methods of educational and instructional delivery.

Effat University, Jeddah
Director, Information and Educational Technology Services, January 2007 - July 2008
Directed the day-to-day educational initiatives and operational activities of the IT support team ensuring adherence to university and regulatory standards as well as quality delivery of online, blended teaching and learning. Established best practices in training and educational development and delivery. Developed and enforced learning management system and acceptable use of informational technology policies. Set clear program goals and objectives in alignment with university missions. Analyzed current IT systems focused on optimization and efficiency. Cultivated and maintained strategic relationships with partners to foster institutional growth in IT education.

- Reengineered the university website with full stakeholder buy-in.
- Increased response efficiency by developing an IT ticketing system for Desktop Support.
- Enhanced storage space and featured by upgrading the student email system.

Additional Experience:
Field Reader, United States Department of Education
Associate Director, Instructional Design Development and Support, Virginia Tech
Instructional Designer/Developer, Virginia Tech
Military Service, United States Marine Corps Reserve

Education

Doctor of Philosophy in Curriculum and Instruction
Virginia Tech, Blacksburg, VA
Dissertation Title: The Effect of Encoding Specificity on Learning in a Multimedia Environment

Master of Education in Administration
Harvard University, Cambridge, MA

Bachelor of Arts in Psychology
Morehouse College, Atlanta, GA

Courses Taught

- Research and Writing
- Principles of Educational Technology
- Computer Applications in Education
- Educational Philosophy and Learning Theories
- Technical Writing and Communication
- Introduction to Instructional Communications

Publications

LaBoone, E. (2006). The effect of encoding specificity on learning in a multimedia environment. Unpublished Dissertation, Virginia Polytechnic Institute and State University, Blacksburg, VA.

Holmes, G., & **LaBoone, E.** (2002). The importance of culture when creating audio enhanced, web-based instruction. Tech Trends, 46(2), 56-61.

Hirt, J. B., Bayless, L., Collins, D., Dobbins, T., Fravel, P., LaBoone, K., **LaBoone, E.**, Lichty, M., Werth, P., & Wood, P. (1999). An assessment of computer skill levels among user groups on campus. College and University Media Review, 5(2), 11-27

Selected Presentations

LaBoone, E. (2012). Electronic social networks: Supporting government communication and collaboration. 2nd International Conference on E-Learning and Knowledge Management Technology, Kuala Lumpur, Malaysia.

Lim, K. C., **LaBoone, E.**, Low, S., Toon, A., Cheang, P., & Attallah, S. (2011). Learning effectiveness of an upper level math course in a blended environment for adult learners. Global Learning Asia Pacific 2011 Presentation and Proceedings: Global Conference on Learning and Technology, Melbourne, Australia.

Low, S. W. K., Attallah, S., & **LaBoone, E.** (2010) The use of computer algebra model simulation tools to improve learning performance to teach mathematical concepts for Digital Signal Processing. ICT 2010 Singapore: Inspired Solutions, Empowering Learning. Singapore.

Tawfiq, M., & **LaBoone, E.** (2008 April). Outsourcing of Specific IT Functions to Increase Services Without Losing Control. Presented at the Learning & Technology Symposium 2008: Cyber-citizenship: Vistas and Visions. Effat College, Jeddah, Saudi Arabia.

LaBoone, E. (2007 June). ePolice Education and Training – anytime, anywhere. Presented at the 2nd Istanbul Conference on Democracy and Global Security. Istanbul, Turkey.

LaBoone, E. (2007 January). Not So Distant: Teaching an Online Course Overseas. Presented at the Learning & Technology Symposium 2007: Digital Literacy: No Boundaries, No Limits. Effat College, Jeddah, Saudi Arabia.

Scales, G. R., Peed, C., & **LaBoone, E.** (2005, October). Providing Distance Learning with New Tools for the VT/WFU Biomedical Engineering and Science School. Presented at the EDUCAUSE annual conference, Orlando, FL.

Macedo, P., & **LaBoone, E.** (2005, August). Connecting with students through online interaction. Presented at the 21st Annual Distance Teaching & Learning Conference, Mennona Terrace, Madison, WI.