

## PEOPLE DEVELOPMENT SPECIALIST

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Empathetic and analytical people development professional with demonstrable experience in the design and integration of successful learning solutions.

Certified qualifications: Occupational Psychology, Psychology, Teaching, Assessment, Training.

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### KEY SKILLS

High-impact Instructional Design (technical and people skills) | Strategic Business Analysis  
Change Management | Stakeholder Engagement | Learning Solutions  
Leadership Development | Coaching and Mentoring | Project Management  
Performance Strategy | Contractor Management | Data Analysis (SPSS, R, Excel)  
Captivate, Storyline, Rise 360, Moodle, Canvas | Python | MS Office 365, Google Suite  
Jira, Confluence, Bug Herd | Google Meet, Zoom, Teams, Slack

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### PROFESSIONAL EXPERIENCE

#### Freelance

##### **Senior Learning Designer (post-graduate programme design for top UK universities)**

Skilled Education (Remote) 10/2023 – present

- Working with SMEs to design engaging technical and non-technical online learning – recently contributed to a university achieving accredited status for a Master's degree through modular design.
- Quality assurance, video scripting and creation, graphics, platform build and maintenance.

#### **Trainer**

Bipolar UK (Remote) 09/2023 – present

- Delivery of 8-week self-management training programmes, with consistently positive feedback.
- Delivery of corporate awareness workshops.

#### **Director of Learning Strategy**

5<sup>th</sup> Global (Remote) Short term contract (3 months 11/2023-01/2024)

- Successfully redesigned and launched two commercial training packages.
- Researched and reported on AI potential for future projects.

#### **Lead Learning Experience Designer (post-graduate programme design for top UK universities)**

FourthRev (Remote, Global) 04/2022 to 11/2023

- Designed and authored technical content, including Python and AWS training (cloud and machine learning solutions), data science for business and data analysis for career changers.
- Lead review of team's content, mentoring and supporting continual improvement.
- Identified and corrected numerous technical content faults across a large data programme, resulting in zero student complaints on the next delivery.

**Teaching, tutoring, and wellbeing coaching** 2019 to 2022

- A-Level Computer Science and Economics, Business Studies, IGCSE Economics, Primary Maths
- Quality Assurance Lead (IT and Computer Science)
- Motivational coaching, workshop delivery

**Freelance Instructional Designer eLearning (Level 3 and 5 CMI/ILM Team Leader and Operational Management Apprenticeship Standards)**

Capita, The Riverside Group (Remote, UK) 03/2021 to 12/2022

- Full cycle instructional design of 11 complete eLearning modules across 5 topics

**Business Coach/Trainer**

Just IT (London, remote) 04/2019 to 09/2019

- Coached mid- and senior-level Managers across ILM Level 3 and 5 Management qualifications to successful completion.
- Designed, updated, and delivered Leadership and Management training and updated eLearning modules.

**Learning, Development and Apprenticeships Senior Manager**

Royal Albert Hall (London) 06/2017 to 04/2019

- Designed and launched data-driven people projects, including performance management, talent development, career development, succession planning, and competency-based performance frameworks.
- Apprenticeships: identified and promoted opportunities within the business, training provider relationships, managed the Levy budget, and supported departmental managers with recruitment and wellbeing management of apprentices. Grew apprenticeship programme by 80% in a year.

**Professional Development Advisor**

JTL (Home-based, National travel) 03/2008 to 06/2017

- Designed a quality assurance seminar for 120 staff, liaising with numerous stakeholders.
- Curriculum development, delivery and assessment: Education and Training, Leadership and Management (ILM; NCFE), E&D, Safeguarding and Prevent training, various modular people and technical skills courses. (face-to-face and eLearning)
- Curriculum Manager Level 3 Assessors and Level 3, 4 and 5 Education and Training qualifications. Achieved Direct Claim Status for all awards.
- Qualified 40 trainers and 50 assessors and implemented an upgrade of a further 120 to the current assessor's qualification. (TAQA)

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**EDUCATION**

- **Master of Science (MSc) Occupational Psychology** | University of London
- **Bachelor of Science (BSc) Psychology Hons** | University of London
- **Understanding Human Personality Level 4** | University of London
- **Certified Adult Mental Health First Aider** | MHFA England
- **Qualified Teacher Learning and Skills (QTLS)** (Adult learning) | Institute for Learning
- **Qualified Teacher Status (QTS)** | Canterbury Christchurch University
- **Certificate in Assessing Vocational Achievement (CAVA)** | NCFE
- **Certificate in GCSE Computer Science Subject Knowledge** | Chartered Institute for IT
- **Certificate in Fine Art** | Johannesburg Art Foundation