KIMBERLY DAVIS

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Highly effective Project/Program Management professional with deep expertise in building transformative solutions for systems implementation projects. Known for creating and implementing user support programs within financial services, healthcare, government, pharma, retail, telecommunications, IT, and manufacturing industries.

EDUCATION:

Project Management Professional (F	New Horizons New Horizons NY Institute of Technology (NYIT) SC State University		Remote Remote New York, NY Orangeburg, SC									
ITIL4 Foundation M.S., Education; Instructional Technology B.S., Business Administration & Computer Science												
				CERTIFICATIONS:								
				Capability Maturity Model Integration (CMMI); Certified Change Management Trainer; Citibank, Long Island City, NY								
				SKILLS:								
Program/Project Management	Instructional	Design	Facilitation	CMMI								
MVS Platform	Lean/Agile		ADDIE	SharePoint								
Outlook	Office 365		MS Project	Salesforce.com								
PeopleSoft	Kronos		Salesforce.com	JIRA								
Google Suite	Visio		ERP LMS'	Supervisory								
Train-the-Trainer	Time Manage	ment	Communication	Sales/Marketing								

PROFESSIONAL EXPERIENCE:

Tech Ed Solutions, Inc. 2000 – Present Project Manager Remote Provide program/project management, facilitation, curriculum development, and consulting in support of corporate learning development requirements.

 Specialize in customized employee learning for ERP systems implementations and processes via blended learning solutions.

AVP, Training Manager	Citibank	Long Island, NY	1995 – 1999			
• Utilized project management skills and training expertise to create management business solutions for 600+ regional						
technical employees; certified Capability Maturity Model (CMMI) trainer at Citibank for Change Management/Quality						
methodologies in support of n	nerger initiatives					

- Developed an organizational Skills map to cross train employees for various division positions.
- Designed and managed training process using internally developed training administration system
- Performed guarterly needs assessments with business area managers & designed online registration system
- Managed Budget and cost reporting process
- Developed and advertised quarterly training plans as well as communications
- · Established and maintained national training vendor relationships and supervised staff
- Customized curriculum development
- Provided instructor led training

Lead Systems Trainer

Macy's – End User Computing New York, NY

1993 - 1995

- Administered and delivered systems and MS Office migration training for 300+ merchant staff.
- · Developed and performed executive needs assessments with management
- Created end user course guides and pre/post course evaluative questionnaires.
- Delivered instructor led training for systems-based and soft skills classes to regional merchant staff
- Developed a process for advertising all technical training classes. Utilized ServiceNow training database and other communications software for broadcast messaging among organization. Performed technical consultation in support of organizational business initiatives.

CONTRACTS (C2C/1099)

Jr. Project Manager

Lead Systems Trainer

<u> Project Mgr – Supply Chain</u>	General Mills	Remote	2022-2023
tasks. Partnered with key project	agement for cross functional supply stakeholders, providing consultative ers for development of learning cont	solutions; regularly a	attended project meetings;
Project Mgr/Learning & Developme	nt Accenture	Remote	2021 – 2022
	n in collaboration with off-shore me rning solutions, offered recommenda framework.		
 <u>Project Mgr/Lead Learning Consulta</u> Provided curriculum design for an 	Ingersoll-Rand ERP implementation of Salesforce.co	Remote om Lightning: create	2019 – 2020 d iob functional. new hire
_	as facilitator materials in preparation		
Jr. Project Mgr/Lead Sales Trainer	Sprint	Remote	2017 – 2018
	ased new hire training for retail store	•	
for junior contract trainers in prep service success.	paration for go-Live. Utilized various i	industry technologies	s to support customer
Lead Workforce Trainer	Exelon	Remote	2016
Provided classroom-based facilita	tion for the newly implemented eTin Basic, intermediate, and advanced sk		
Project Mgr/Sr. Instructional Design	er AMEX Travel & Leisure	Remote	2016
	rtual delivery, train-the-trainer suppo t of their Global Learning and Develo		design for American Expres
Salesforce.com Trainer_	XO Group	NYC	2015
	ng with instructional design of user c .com.	locumentation and c	lassroom-based training for
LMS Admin/Workforce Systems	NY Presbyterian Hospit	al NYC	2013-2014
via Cornerstone LMS for organizat	and payroll application implementation tion; provided instructional design/el dership classes on Analytics tool; pro-	Learning development	nt for customized learning
Lead Systems Trainer	City of New York	NYC	2003; 2012
 Lead Trainer for the "311 Call Cen Provided classroom delivery of a Cashelter staff throughout New York 	CRM system to the Department of Ho	omeless Services (DH	S) staff, providers, and
ADDITIONAL CONTRACTS:			
Jr. Project Manager	Viacom	New York, NY	8/2010-12/2010
Project Analyst	Pfizer, Inc. Pfizer, Inc.	Groton, CT & NY Groton, CT & NY	1/2008-5/2008 5/2004-2/2005
Project Analyst			

JPMorgan Chase

Deutsche Bank

New York, NY

New York, NY

5/2001-5/2002

11/1999-9/2000