

Michelle R. Rogers

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<https://www.linkedin.com/in/michellerogers/>

Accomplished Learning and Development (L&D) professional specializing in servant leadership of professionals in L&D roles including outsourced training teams. Strong background in instructional design including leadership development, rapid design, online training, classroom training, and blended learnings. Expert training, facilitation and coaching skills that create an inclusive environment, encouraging participation, and guiding groups toward achieving their goals.



PROFESSIONAL PROFILE

• Leadership and Strategy

- **Develop and Implement L&D Strategy:** Formulate and execute a comprehensive L&D strategy that supports the company's objectives.
- **Team Leadership:** Lead, mentor, and develop a team of instructional designers and training facilitators, ensuring high performance and professional growth.
- **Stakeholder Collaboration:** Collaborate with senior leadership, HR, and other departments to identify training needs and ensure alignment with business goals.

• Program Development

- **Curriculum Design:** Oversee the design of engaging and effective training programs, including e-learning, workshops, and seminars.
- **Content Development:** Ensure that all training materials are current, relevant, and tailored to meet the diverse needs of employees.
- **Innovative Approaches:** Incorporate the latest trends and technologies in learning and development to enhance training experience.

• Facilitation and Delivery

- **Public Speaking:** Captivate the audience, deliver content clearly and confidently, and engage effectively.
- **Program Facilitation Leadership:** Guide facilitators in delivering high-quality training sessions that engage and motivate employees.
- **Train-the-Trainer Programs:** Develop and conduct programs to train internal trainers, ensuring consistency in delivery and content.
- **Performance Metrics:** Establish KPIs and metrics to evaluate the effectiveness of training programs and identify areas for improvement.

• Evaluation and Feedback

- **Program Assessment:** Conduct regular assessments of L&D programs to measure their impact on employee performance and organizational goals.
- **Continuous Improvement:** Implement feedback mechanisms to continuously improve training content and delivery methods.
- **Reporting:** Prepare and present reports on L&D activities, outcomes, and ROI to senior management.

EDUCATION

- University of Arizona, Master of Science in Instructional Design and Technology; March 2021
- Northeastern State University; Bachelor of Science in Education; December 1996
- Tulsa Community College; Associate in Business Administration; June 1993

MEMBERSHIPS and CERTIFICATIONS

- American Society for Training and Development
- ASTD, NE Oklahoma Chapter
- Adobe Certified Expert

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CURRENT WALMART JOB ROLE

Manager, Learning and Development

Walmart Customer Care

Manager: Maxanne Clark, Senior Manager

December 7, 2020 - Present

Leadership and Talent Management

- Lead, mentor, and develop a team of instructional designers, ensuring high performance and professional growth.
- Manage the implementation of rapid design learning for 20,000+ internal and external call center agents.
- Collaborate with senior leadership and other departments to identify training needs and ensure alignment with business goals.
- Monitor evaluation and feedback of L&D programs to measure their impact on employee performance and organizational goals.
- Implement feedback mechanisms to continuously improve training content and delivery methods.
- Prepare and present reports on L&D activities, outcomes, and ROI to senior management.
- Stay current with industry trends and tools.
- Analyze current processes and tools and implement cost saving and efficiency changes within team.

Instructional Design

- Oversee the development of learning design to include scope, planning, development, implementation and evaluation. Learning designs include online training, instructor-led, and virtual instructor led).
- Strong background in development software and able to pick up new software easy. Proficient in development software: Articulate 360, Camtasia, Vyond, Canva, Easygenerator, Adobe Creative Cloud Suite (specifically, Photoshop, Premiere, Rush, Illustrator, and Acrobat), Adobe Captivate, Microsoft 365).

PREVIOUS EXPERIENCE

Lead Instructional Designer and Corporate Trainer

Avis Budget Group, Customer Care Facility, Tulsa, OK

Reporting directly to: David Polen, Director Human Resources

June 2014 – December 2020

- Lead Training Partner Support (Outsourcers): Manage training compliance across International Outsourced Partners for the Customer Care Center. Alorica (Kingston, Jamaica), Teleperformance (Tijuana, Mexicali, Mexico City) Telvista (Puebla, Chihuahua). Approximately 8,000 partner agents combined.
 - Organized and led weekly calibration meetings with outsource trainers, supervisors, and quality analysts.
 - In these meetings, I assessed training needs and discussed opportunities to develop/revise training materials to improve revenue attainment and NPS scores.
 - Traveled to international locations to observe training, conduct T3, and develop reports on findings for leadership.
 - Reviewed partner contracts to ensure partners were adhering to requirements pertaining to training.
 - Strategized with leadership to find solutions for problems recognized in outsource locations.
- Lead curriculum designer for General Reservations (Outsource Partners) and Specialty Reservations (Internal Agents).
- Other specialty projects included:
 - Tulsa Optimization Project: Developed and implemented TOP training curriculum. The TOP project was a reorganization of the Tulsa Customer Care Center which completely changed agent duties. Instead of multiple agents specializing in separate areas of the business, the TOP project created “super agents” that were cross trained to handle all lines of business. Training restructure consisted of both cross training and new hire.
 - e-Learning: Developed and maintained new hire eLearning curriculum for General Reservations (Sales Foundations I)
 - Mobility Enhancements: Support Mobility/Connected Car/Avis App development, enhancements, communication, and training.
 - Help Documents: Developed and maintained help documents for customer care agents.

Corporate Trainer

CommunityCare Managed Healthcare Plans of Oklahoma, Tulsa, OK

September 2010 – June 2014

- Developed company training materials and instruct classes on employee onboarding and the company payroll system
- Administered company compliance training on HIPAA and Medicare

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- Coordinated management training with employment practices attorney
- Coordinated and facilitated management training on communication styles
- Cross-trained and filled-in for the following Human Resources positions: Benefits Coordinator, Recruiter, and Employee Events Coordinator

Instructional Designer

Dollar Thrifty Automotive Group, Tulsa, OK
March 2006 – September 2010

- Assessed department needs by survey, interview and observation to ensure relevant training is developed.
- Designed on-line training courses using CBT software such as Captivate, Flash, Articulate, and Camtasia.
- Created technical user guides for company specific hardware and software.
- Produced and directed and produce training videos using cost effective equipment and resources.
- Created hands-on and instructor-led training exercises to promote learner's retention of information.
- Facilitated train-the-trainer sessions on new training material and delivery techniques.
- Culture Ambassador for the Training and Development Department. Nominated and selected by Management, the role of Cultural Ambassador is to model the company's core values and guiding principles; take an active role in corporate initiatives; partner with Human Resources to ensure employee's concerns are addressed; and be a leader in Company supported events, employee recognition and fun activities.

Web Production and Training Materials Manager

Noria Corporation, Tulsa, OK
May 2001 – March 2006

- Developed a solution for converting printed magazines to web media.
- Designed digital magazine email broadcast design.
- Converted magazines to an interactive and downloadable digital version.
- Created graphic design and photography for magazine and brochure designs.
- Developed magazine layout.
- Designed in-house and client requested ads.
- Responsible for the management and creation of 2,200+ technical slides.
- Created vector technical drawings, converted technical drawings to a easy-to-use presentation format for instructor use in public and private client courses.
- Designed 300+ page student manuals.

Training Manager / Senior Instructor

New Horizons Computer Learning Center, Tulsa, OK
February 1997 - May 2001

- Promoted from Instructor to Training Manager.
- Managed staff of 14 computer applications and technical instructors.
- Senior graphics instructor for Windows and Macintosh operating platforms.
- Developed training and presentation tools including brochures, presentations, audio and visual enhancements for live and recorded presentations.
- Instructed computer courses in DOS, Windows and Macintosh operating systems; Microsoft Office; Corel Perfect Office; Adobe Photoshop, Illustrator, PageMaker and Acrobat; QuarkXpress, Corel Draw; Macromedia (Adobe) Dreamweaver, Fireworks, Freehand and Flash; Microsoft Frontpage, HTML and CSS.

Training Coordinator

City of Tulsa, Tulsa, OK
October 1989 - February 1997

- Facilitated new employee orientation training for all City of Tulsa divisions.
- Maintained and updated soft-skill training material and resources.
- Assisted trainers with enrollment, set-up and evaluation of training courses.
- Coordinated tuition reimbursement program for 4,000 employees.
- Input workers compensation claims into database system for HR Benefits Department.
- Assisted HR Recruitment Department with application screening and applicant testing.