

Jill Drummond

Charismatic, Energetic and Experienced
Training & Development Leader

www.linkedin.com/in/jilldrums

480-695-1902

jill@jilldrums.com

Qualification Summary

Learning and development results-driven leader offering a unique compliance focus for technical, management and organizational development with a proven track record of leading training initiatives in pharmaceutical, healthcare and financial industries. Self-starter able to adapt to fast-paced environments and manage multiple projects. Possesses strong strategic ability to develop and implement broad and progressive learning initiatives through creativity and innovation.

- Project Management, Instructional Design, Facilitation, DISC, PI, Lean Six Sigma, LMS, Microsoft Office products, Change Management, Articulate Presenter Suite, Storyline, Adobe Captivate, Prezi, WordPress, Learning 2.0, WebEx, GoTo Meeting, Cornerstone OnDemand

Employment History

Vice President, Leadership & Professional Development: MUFG (2017 – present)
Tempe, AZ

Prepared leaders for success by developing, managing and delivering leadership and professional development initiatives.

- Facilitated enterprise-wide instructor-led and virtual training programs
- Designed and developed online training resources including a one-stop, online training launch pad providing links to a wide assortment of learning opportunities organized by topic in a user-friendly interface
- Consulted with teams to provide targeted learning solutions
- Partnered and collaborated with different business unit leaders to conduct needs analysis and develop unique learning solutions

Instructional Design Senior Consultant: Stephen James Associates (2016 - 2017)
Contract Consulting, Tempe, AZ

Certified Instructional Designer; provided expert ID consulting services including needs analysis, work with subject matter experts (SMEs) and design/development of interactive eLearning modules in Adobe Captivate and Learning 2.0 websites with WordPress Learning 2.0. Client Wells Fargo.

Instructional Systems Design Consultant: Experis (2015 - 2016)
Contract Consulting, Phoenix, AZ

Certified Instructional Designer; provided expert ISD consulting services including needs analysis, work with subject matter experts (SMEs) and design/development of interactive eLearning modules in Adobe Captivate. Client Intel. Key contributor to Intel 360° Sales Conference Project.

Director, Training & Education: Blood Systems (1994 - 2014)
Blood Banking Non-Profit, Scottsdale, AZ

Built a new Training Department from the ground up. Provided leadership, direction and consistency for company-wide training strategies, policies and corporate learning.

- Instructional Design, developed eLearning modules using various design tools such as Articulate Storyline 2 and Adobe Captivate 7 and created Leader's Guides and participant materials for instructor-led programs and webinars.
- Strong leadership experience, reduced training 483 comments (compliance citations) by 80% and contributed to release from Consent Degree by providing strategic direction throughout the organization, developing strategy and a Strategic Training plan and standardizing Training & Education policies, procedures and training materials / documentation.
- Provided curriculum development solutions and insured high quality and effective training materials by formalizing a standard process incorporating adult learning principles and ADDIE to design, implement

and evaluate New Hire Orientation, Compliance, Regulatory, Health and Safety, Management Development, Technical Development and Train-the-Trainer programs.

- Conducted needs assessment to prioritize organizational training needs and manage resources by consulting with managers and employees throughout the organization to identify development needs, assess current programs, and determine priority projects
- Served as Content Project Manager implementing enterprise-wide Learning Management System (LMS) from RFP through training and kept project communications current through SharePoint.
- Polished presentation skills, facilitated leadership development programs to build management skills and followed up with coaching support for staff.
- Served as internal consultant and increased the confidence and skill level of individuals by working one-on-one and providing internal performance consulting services to create individual development plans and coach employees through the process.
- Proven customer service and management experience, developed an in-demand, strong service-oriented team by effectively leading, hiring, managing and mentoring direct reports.
- Transformed "ho-hum" train-the-trainers sessions into engaging annual trainer conferences and events by conceptualizing, planning, designing and facilitating the meetings to include theme-based marketing materials, invitations, agendas, presentations and activities.
- Spearheaded a new performance management initiative by implementing DDI Targeted Selection and guided the organization in the use of the identified dimensions and key metrics consistently in the performance appraisal process as well.
- Partnered with Human Resources, HR to increase early adoption and decrease resistance for the implementation of new programs, processes and initiatives by providing change management training programs and consultation.
- Ensured all learner needs and learning styles were addressed by designing and developing professional quality curricula and training materials using a wide array of delivery platforms including online, Instructor-led, Virtual training and blended approaches.
- Conducted training evaluation and measurement against standard metrics to ensure performance improvement.
- Developed and maintained department budget, managed resources and vendors.

Additional Experience:

Training & Development Specialist: Burroughs Wellcome Manufacturing Inc. (BWMI),
Biotechnology, West Greenwich, RI

Training Supervisor: Elkins-Sinn Inc. (ESI)
Pharmaceutical, subsidiary of American Home Products/ Wyeth, Cherry Hill, NJ

Medical Laboratory Assistant Program Instructor: Howard High School of Technology
Vocational-technical High School, Wilmington, DE

Medical Technologist: Riverside Hospital
Hospital clinical lab, Wilmington, DE

Education & Certifications

Douglass College, Rutgers University - Bachelors of Science, Medical Technology
Certified Insights Discovery Practitioner, Insights International
Certified Professional Behavior Analyst (DISC), TTI Performance Systems
Certified Professional Motivators Analyst, TTI Performance Systems
Certified Instructional Designer/Developer, Langevin Learning
Certified DDI Instructor, Development Dimensions International Interactive Management. (DDI)
Certified Managing Organizational Transitions Instructor, Linkage
Certified in Prosci Change Management methodology, Proci
Certified in Predictive Index Assessment
Yellow Belt Lean Six Sigma (Internal mid level certification)

National Speaking Engagements

2015 CGMP Training & Education Association Virtual Webinar – “What does Positivity have to do With GxP?”
2013 CGMP Training & Education Association Biennial Conference – Master Elite Presenter Two-Hour hands-on workshop: “Multimedia Makeovers – Discover the Basic Building Blocks of eLearning Visual Design.”
2012 PDA Annual Conference – “Evidence-Based Competency: More than an Observation!”
2011 CGMP Training & Education Association Biennial Conference - “Dipping Your Toe into Immersive Learning”
2010 PDA Annual Conference – “MacGyver would be Proud! Fill Your e-Learning Toolbox with Fast, Easy and Free Interactive and Engaging tools”.
2008 AABB Annual Meeting – Designing Effective Lesson Plans for On-The-Job Technical Trainers
2007 CGMP Training & Education Association Biennial Conference - “Rapid e-Learning, Are you Kidding Me?”
2007 AABB Audio Conference – “Sizing Up Staff Competency”
2006 PDA Annual Conference - “Got Wow? Getting Over the Power Point Blahs”
2003 CGMP Training & Education Association Biennial Conference - “From WWII to WWW: Meeting the Needs of Four Generations of Learners”
2001 AABB Annual Meeting - “Real Life Strategies for Measuring Training Effectiveness”
1998 PDA Annual Conference - “BLAST, Breath Life Animation Stimulation and Technology into your Training”
1995 AABB Annual Meeting - “Face the Challenge of Creating Stimulating and Effective CGMP Training!”
1995 AABB Annual Meeting - Adult Learning segment for AABB Phlebotomy Certificate Program.
1995 CGMP Training & Education Association Biennial Conference - “Serving up Technical Skill Training”
1995 South Central Association of Blood Banks Meeting - “Motivation or Manipulation?”
(Plus several more).

Publications

January 2014 GxP Lifeline – [“How to Confuse and Confound Your Trainees in 10 Easy Steps”](#)
September 2008 vol. 28 Transfusion Magazine – Designing Effective Lesson Plans for On-The-Job Technical Trainers
December 2007 GxP Lifeline – [“Sizing Up Staff Competency”](#)
Master Control Compliance Accelerated Website – “Sizing Up Staff Competency”

Professional Associations

Association for Talent Development (ATD) formally (ASTD)
GMP Training & Education Association (GMPTEA) *Featured speaker
The eLearning Guild
American Association of Blood Banks (AABB) *Featured speaker
Pharmaceutical Drug Association (PDA) *Featured speaker
South Central Association of Blood Banks (SCABB) *Featured speaker