**Damon Patterson Sr.**

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Innovative and driven learning leader with twenty years’ experience in learning and development. Self-directed and adept at leveraging strategic planning skills, deep knowledge of instructional design, adult learning methodologies, technology, and application to deliver high-caliber learning solutions. Adaptable and able to manage multiple projects simultaneously that drive effectiveness at macro and micro levels.

**Skills & Abilities**

* Expertise: Instructional design, learning experience design, communication, performance consulting, needs analysis, eLearning development, leadership skills, strategic planning, project management, learning management system (LMS) administration, knowledge management, change management, facilitation skills, strong organizational skills, corporate program development, agile methodology, and public speaking
* Design and Development: Adobe Creative Cloud, Articulate Storyline, Articulate Rise, Camtasia, Snagit, Office

**Work Experience**

**Manager of Training Development | Verifone | May 2019 – Current**

* Dedicated hiring manager, servant leader, and mentor of a global training team of instructional designers and trainers specializing in knowledge management, training development, facilitation, and LMS administration
* Managed onboarding and orientation curriculum development from needs assessment to evaluation of effectiveness for technical support and customer service associates
* Development of large-scale training programs for global contact center leaders and associates
* Implementation of agile methodologies for iterative development of learning solutions
* Change management, problem management, and business process improvement champion overseeing the introduction of +20 new products, services, and systems
* Built trust and maintained partnerships with all levels of leadership to influence through mapping business needs to learning solutions
* Developed vision and strategy for training team to drive accountability, impact, and skill development

**Sr. Learning Experience Designer | Edelman Financial Engines | Oct 2018 – May 2019**

* Design, development, and maintenance of +100 learning assets including facilitator and participant guides, job aids, eLearning and micro-learning modules, gamification elements, and videos
* Research, selection, procurement, and deployment of enterprise LMS solution including administration for +1000 employees
* Collaborated and developed partnership with key project stakeholders and consulted with subject matter experts to analyze learning needs and recommend learning solutions
* Developed learning programs for financial leaders and advisors

**Learning & Development Specialist | Edelman Financial Engines | May 2017 – Oct 2018**

* Design and creation of best practices, workflows, and templates for consistency across learning assets including eLearning, multimedia, guides, manuals, and materials increasing efficiency of training development by up to 30%
* Developed learning & content development key performance indicators (KPI) scorecard and reporting standards for communication of metrics to senior leadership to analyze data, demonstrate return on investment (ROI) of learning initiatives, and measure impact
* Implemented learning programs and curriculum, utilizing adult learning theory and facilitated training for employees

**Patterson Media | Self-employed | Oct 2015 – Apr 2017**

**Instructional Designer | Clarity Consultants | Jun 2015 – Oct 2015**

**Instructional Designer | World at Work | Feb 2011 – May 2015**

* Designed creative learning solutions and compelling program content that enhanced retention and knowledge transfer
* Consulted on technical and multimedia design decisions and implementation for learning programs
* Utilized course authoring tools to build and implement blended learning environments

**Volunteer Experience**

**Head of Learner Experience Curriculum | DesignxHumanity | Jun 2020 – Current**

* Manager of the DesignxHumanity learner experience curriculum team focused on providing professional development for black, indigenous, and people of color to become instructional design professionals
* Agile coach and mentor to a remote team of creative professionals; design and development of diversity, equity, and inclusion centered microlearning material and courses

**Education**

Master of Business Administration (MBA) | Keller Graduate School of Management

Bachelor of Arts | University of Advancing Technology

Certifications

* Designing Learning, 2012 – Association for Talent Development
* Teaching Adult Learners, 2014 – Central Institute of Technology
* Competent Communicator, 2014 – Toastmasters International
* Certified Scrum Master (CSM), 2021 – Scrum Alliance
* Certified Professional in Talent Development (CPTD), 2021 (in progress) – Association for Talent Development