RENEE HENSLEY

TRANSFORMATIONAL LEARNING & DEVELOPMENT LEADER

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SUMMARY

www.PortfolioforReneeHensley.com

Dynamic and innovative leader with over 25 years of experience at the intersection of talent development, instructional design, and technology integration. Proven ability to design and implement AI-driven learning solutions, foster leadership development, and drive performance improvement. Adept at creating blended learning environments and evergreen onboarding programs that align with business objectives and enhance organizational effectiveness.

WORK EXPERIENCE

DIRECTOR, LEARNING & DEVELOPMENT

GEHA (Government Employees Health Association) Inc.,   2023 - Present

- **Architecting comprehensive L&D strategies** that align with organizational goals, driving a 20% increase in operational efficiency and 15% improvement in employee engagement and belonging.
- **Led and mentored a dynamic L&D team**, fostering innovation using new systems and realizing a 20% reduction through rapid development and adaptability across the organization.
- **Pioneered digital and blended learning solutions using the Moment-of-Need framework** that enhanced employee performance by 30% and improved knowledge retention by 20%.
- **Leveraged data-driven insights** to continuously optimize learning outcomes and inform strategic decisions using the Cognota LearnOps platform to have reportable project and task level metrics at the individual and business line levels using a PowerBI dashboard.

SVP-DIRECTOR, TRAINING & DEVELOPMENT

2022 - 2023

NBH BANK

- **Elevated the skill set of training/IDD teams** by introducing advanced tools and methodologies, enhancing overall program effectiveness that resulted in a 15% increase in training effectiveness and 20% reduction in training costs.
- **Collaborated with HR and management to close performance gaps**, delivering targeted training solutions that drove measurable improvements, such as increasing learner engagement by 25% and completion rates by 30%. Reduced seat time in training classes by 30% using a mentor on-the-job support system.
- **Spearheaded the learning strategy for mergers and acquisitions**, ensuring seamless integration and upskilling of acquired teams to align with organizational standards.

VP-MANAGER, LEARNER EXPERIENCE DESIGN & ENGAGEMENT

2014 - 2022

U.S. Bank

- Served as a **strategic partner to executive leadership**, defining and analyzing the effectiveness of learning initiatives to align with business goals for CDO, CTO, Legal, Wealth Management, and Payment Services.
- **Led the learner experience integration** for the acquisition of State Farm's deposit and credit card products, ensuring seamless training and onboarding for impacted teams.
- **Owned and executed the complete lifecycle of learning programs**, from strategy and design to delivery, standardization, and evaluation, ensuring consistency and impact across all stakeholders through a standardized QA process.
- **Leveraged expertise in advanced technology tools** like Captivate, Articulate, and Cornerstone LMS to enhance the efficiency and quality of training delivery. Used a rapid development approach that reduce design/development time by 40%.
- Owned and executed the complete lifecycle of learning programs, resulting in a 25% increase in learner satisfaction and a 15% reduction in program delivery time.

EDUCATION

DOCTORATE - EDUCATION (ABD): PERFORMANCE IMPROVEMENT LEADERSHIP   2019
Capella University- 4.0

MASTERS OF ARTS - EDUCATION: PERFORMANCE IMPROVEMENT & TRAINING   2006
Capella University - 4.0

BACHELOR OF ARTS - COMMUNICATION THEORY: HUMAN RELATIONS   1999
Park University - 4.0

CORE PROFICIENCIES

Performance Improvement	Evergreen Onboarding Programs	*Data-Driven Decision Making*
Instructional Design & Facilitation	*Sales Enablement*	Leadership Development	*Creativity and innovation*
Change Management	Technology Hub & Upskilling	*AI & Machine Learning Integration*

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WORK EXPERIENCE

SENIOR CONSULTANT - SENIOR PROGRAM MANAGER

Cerner (Healthcare Technology)   2008 - 2012

- **Orchestrated finance onboarding and business unit training improvements,** fostering a culture of mentorship and professional growth through initiatives like the "Leaders as Teachers" program and integrated executive presentations.
- Collaborated with HR to **develop Cerner's leadership academy strategy**, which resulted in a 30% increase in leadership pipeline readiness.
- Worked jointly with HR and external partners to **design and implement new manager onboarding and executive leadership initiatives**, including a coaching model and self-service portals for developmental tools, enhancing leadership pipeline visibility.

MANAGER, TRAINING & DEVELOPMENT

Unity Village (Religious/Hospitality)   2007 - 2008

- **Developed and deployed strategic training programs** aligned with organizational needs.
- **Led major change management initiatives,** contributing to a 25% improvement in process efficiency and a 10% reduction in operational costs.
- **Enhanced customer satisfaction through targeted training**, resulting in a 30% increase in customer satisfaction scores.
- **Increased team engagement and morale through incentive programs**, leading to a 20% reduction in turnover rates.

VP-MANAGER, PERFORMANCE SOLUTIONS GROUP   2003 - 2006

Citigroup (Finance)

- **Led the Learning & Performance Solutions function for the Collections division.** Managed all credit card accounts for Citi and its partners, with a primarily focusing on onboarding, new hire, remediation training, and officer-level leadership development.
- **Conducted comprehensive needs analysis**, leading to a 30% reduction in performance gaps and a 15% increase in operational efficiency.
- **Facilitated officer-level leadership development** programs, equipping leaders with the skills and knowledge necessary to drive team success and navigate complex challenges.
- **Oversaw and analyzed new hire performance metrics**, contributing to a 15% improvement in early-stage collections and a 10% reduction in late-stage delinquencies

MANAGER, LEARNING, DEVELOPMENT & PERFORMANCE   1999- 2001

Cap Gemini Ernst & Young (Technology)

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CREDENTIALS

PROSCI ADKAR CHANGE PRACTITIONER

COMPTIA CERTIFIED TECHNICAL TRAINER (CTT+)

FUNDAMENTALS OF 4TH GENERATION MANAGEMENT - DR. BRIAN JOINER (CERTIFIED)

DISC CERTIFIED FACILITATOR

DDI CERTIFIED FACILITATOR

AFFILIATIONS

ASSOCIATION FOR TALENT DEVELOPMENT (ATD)

INTERNATIONAL MANAGEMENT STUDIES (IMS)

CENTRAL EXCHANGE (CX)

INTERNATIONAL SOCIETY FOR PERFORMANCE IMPROVEMENT (ISPI)

SPEAKING EVENTS

CLO SYMPOSIUM - ROUND TABLE, PANELIST (2022)

ISPI ANNUAL CONFERENCE, PRESENTER (2020)

AWARDS

TRAINING TOP 125 - TRAINING MAGAZINE

ASTD & ATD BEST AWARD WINNER

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LEARNING TECHNOLOGY (APPLICATIONS)

1. Learning Management Systems (LMS)
- Blackboard
- Canvas
- SAP Litmos
- TalentLMS
- Cornerstone OnDemand
- Brainier
- Workday Learn

2. Authoring Tools
- Articulate 360 (Storyline, Rise)
- Adobe Captivate
- Camtasia
- Lectora

3. Video and Multimedia Tools
- Vyond
- Powtoon
- Adobe Premiere Pro

4. Graphic Design Tools
- Adobe Photoshop
- Adobe Illustrator
- Adobr InDesign
- Canva
- Snagit

5. Collaboration and Communication Tools
- Slack
- Microsoft Teams
- Trello
- Google Workspace

6. Assessment and Quiz Tools
- Kahoot!
- Mentimeter
- Google Forms
- SurveyMonkey

7. eLearning Standards and Compliance Tools
- SCORM Cloud
- XAPI (TIN CAN API)

8. Performance Support and Learning Experience Platforms (LXP)

- Degreed
- WalkMe
- Pendo

9. Learning Analytics and Reporting Tools
- Tableau
- Power BI
- Cognota

10. Virtual and Augmented Reality (VR/AR) Tools
- Unity
- CenarioVRPower BI
- Google Analytics

11. Course Marketplace Platforms
- Udemy for Business
- LinkedIn Learning
- Coursera for Business
- BizLibrary
- SkillSoft

12. Social Learning Platforms
- Yammer
- Microsoft Viva
- Miro

13. Mobile Learning Tools
- LearnDash

GENERAL TECHNOLOGY (APPLICATIONS)

- Microsoft Office Suite (Word, Excel, PowerPoint, Access & Outlook)
- Google Workspace (Docs, Sheets, Slides, & Gmail)
- Slack
- Microsoft Teams
- Trello
- Microsoft Project
- Monday.com
- Smartsheet
- Jira
- Korn Ferry
- Lominger
- Salesforce
- HubSpot CRM
- Google Drive
- Dropbox
- Zoom
- Microsoft Teams
- Google Meet
- Webex
- Canva
- Microsoft OneDrive
- Aprimo (Marketing)
- Gallup Tools
- Adobe Acrobat DC
- DocuSign
- MindManager
- SurveyMonkey
- Qualtrics
- SAP
- DayForce
- Workday
- Oracle PeopleSoft
- Miro (digital whiteboard for collaboration)
- Hogan Assessment
- Predictive Index (PI)