

JENNIFER MCKENZIE

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Jmckresume.com

SKILLS

- Learning and Development
- Adult Learning Theory
- Instructional Design Principles
- Project Management
- Program Implementation
- Relationship Building
- Strategic Planning
- Stakeholder Collaboration
- Budget Oversight/ recognition
- Dashboards and Reporting
- Communication
- Problem- Solving
- Data Analyst
- Adaptable
- Continuous Improvement
- Leadership
- Event Management
- Proactive Self-starter
- Vendor and Agency Management
- Brand Management
- Account Management
- Recruitment Marketing

TECHNOLOGY:

- Smartsheet
- Microsoft Office Products
- Adobe Creative Cloud
- SumTotal
- Wellsaid
- Vyond

EDUCATION

University of Tennessee –
Knoxville Bachelor of
Communication, Advertising,
12/2003
Minor: Psychology

CERTIFICATIONS

RIGHTstart Program, Harvard
Business Publishing Corporate
Learning, 2021
Core Product Certified,
Smartsheet, 2022

OBJECTIVE

Experienced Learning and Development leader who thrives in a dynamic, fast-paced environment prioritizing a culture of continuous learning. I have a proven track record of success in implementing innovative learning strategies by building robust stakeholder relationships, proactively addressing challenges, and relentlessly pursuing improvement. With over 5 years of experience leading high-performing teams that leverage cutting-edge technology and creative strategies to deliver performance-based learning solutions. With 7 years of Project Manager experience, I bring resource management, strategic planning, prioritization, and organizational skills to the table. I am seeking a leadership role in the learning and development sphere to champion, influence, reimagine, and refine the impact of learning initiatives.

EXPERIENCE

Jul 2020 to Mar 2024: American Airlines

Manager of Instructional Design

Oct 2018 to Jul 2020: American Airlines

Sr. Learning Architect

Jul 2016 to Oct 2018: American Airlines

Sr. Recruitment Marketing Strategist

Jan 2007 to Jul 2016: TMP Worldwide

Regional Director of Media

ACHIEVEMENTS

- Implemented, established, and cultivated a talent network (CRM)/community.
- Established a targeted media strategy that drove a 300% increase in application volume year over year (YOY).
- Initiated an internal marketing campaign, increasing employee engagement by 40%.
- Directed cross-department collaboration to orchestrate an in-person class for advanced facilitator skills.
- Contributed to the new business pitch team, securing three Fortune 500 company accounts.
- Enhanced candidate experience, leading to the company's first-ever CandE Award.
- Established and marketed the company's first-ever exclusive military career expo.
- Played a key role in the SAP/SuccessFactors full HR suite implementation team.
- Directed cross-functional teams, fostering collaboration and communication to bring together 200 learning professionals in a one-day conference.
- Streamlined processes by implementing Smartsheet, resulting in a 67% improvement in efficiency.
- Motivated exceptional performance from team members, resulting in an average of 175 learning projects completed yearly.
- Negotiated favorable contracts with vendors and directed the RFP process, resulting in vendor review and selection of a new agency of record.

LEADERSHIP

Transparent and authentic leader, that mentors team members to elevate their skills and coach them as they work to achieve individual career goals. This is accomplished by cultivating an open and positive team culture, passionate about innovation and achievement.

- American Airlines: 4 direct reports
- TMP Worldwide: 5 direct reports