

Julie Stewart

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Summary

Bilingual, creative and energetic performance improvement and learning professional with diverse experience in facilitation, instructional design, and consulting. Strengths include working with senior leadership and subject matter experts to develop engaging, customized curriculum and training solutions that enhance the learner's experience while increasing knowledge retention and application. Recognized for excellence in developing and facilitating training using active participation and humor. Experience creating and/or facilitating training in:

Regulatory & Financial Compliance • Leadership • Quality Assurance and Operational Efficiency
Change Management • Team Diversity • Underwriting • Customer Service • Collections
Organizational Ethics & Values • Computer Skills • Communication Skills • Sales
DDI Targeted Selection, and IM-EX Suite • DiSC Meeting Facilitation • Employee Orientation
Time Management • Technical Training • Six Sigma • Customer Focus • Train-the-Trainer

Accomplishments

- Managed, coordinated and facilitated Harassment, Diversity and Ethics training for over 700 frontline employees in a call center and remotely via webinar across the United States.
- Developed company-wide regulatory training that was acknowledged as being the most interactive and engaging session of its kind by Directors, Managers, and Associates.
- Ranked by participants as the most effective and engaging facilitator in the department with scores averaging ≥ 1.5 (with 1 being outstanding).
- Received among the highest rankings for consulting services among internal business partners.
- Initiated a training schedule for Orientation that resulted in a savings of up to \$15K per quarter.
- Organized HDFS' first "Back to School Fair" which resulted in 15% increased participation by employees in the tuition reimbursement program and increased brand exposure for the company.

Professional Experience

Broadview Security, Inc., Irving, TX **Trainer, Leadership Development**

2009 - 2010

- Facilitated Targeted Selection Interviewer skill practice training for Directors, Managers and Supervisors, provided coaching and feedback on interview skills and techniques.
- Analyzed 360 feedback to provide guidance and coaching to senior leadership.
- Planned, scheduled and coordinated the delivery of company-wide Lunch & Learn offerings for over 3,000 employees in locations throughout the United States and Canada.

Harley-Davidson Financial Services, Plano, TX **Senior Learning Consultant**

2005 – 2009

- Consulted with senior leadership across all levels and functional areas of the organization to develop customized learning solutions based on needs assessment and gap analysis (ADDIE).
- Managed training projects from initiation to completion using project management methodology.
- Prepared and presented proposals to executive-level leaders around learning solutions incorporating Adult Learning Theory application and practices.
- Identified and captured performance metrics and training impact based on business needs.
- Coached and evaluated Subject Matter Experts on facilitation skills.

- Managed employee education partnerships with local community colleges.
- Worked with Managers and Associates to formulate employee development plans.
- Supported 4 locations and over 700 employees in Nevada, Texas, and Illinois.

JOIN, Inc., Reno, NV

2004 – 2005

Career Consultant / Program Manager

- Managed Title V Senior Community Service Employment Program that received recognition at the Federal level for operating programs within strict governmental and regulatory guidelines.
- Implemented outreach and recruitment efforts that resulted in a 53% increase in program applicants and designed and distributed promotional material to attract clients and employers.
- Facilitated weekly workshops on topics such as Resumes & Applications, Job Search, Interview Techniques and JobConnect Services.

NevadaWorks, Reno, NV

2003 – 2004

Project Analyst

- Provided oversight and support along with training and technical assistance to 12 contractors receiving Workforce Investment Act (WIA) funding.
- Understood and implemented WIA regulations in relation to contractor performance outcomes for Adult, Dislocated Worker, and Youth programs.
- Performed detailed monitoring of programs to ensure adherence to Federal and State regulations and to assist in maximizing outcome potential.

Law Office of Lynn G. Pierce, Esquire, Reno, NV

1999 – 2003

Office Manager / Legal Assistant

- Managed law office for sole practitioner. Responsible for initial drafts of pleadings and other legal documents. Interacted on a daily basis with clients, attorneys, and court staff in preparation for court appearances, depositions and settlement conferences.

Teaching Experience

Eastfield College, Mesquite, TX

2009 – Present

Adjunct Faculty - Teach evening course in Introduction to Speech Communication (SPCH 1311).

University of Nevada, Reno

2001 – 2007

Adjunct Faculty - Taught Public Speaking (SPCH 113) and Business/Professional Speaking (SPCH 329).

Western Nevada College, Carson City, NV

Fall 2006

Adjunct Faculty - Teach evening course in Fundamentals of Speech Communication (COM 113).

Education

M.A., Speech Communication (major), Business Administration (minor), University of Nevada, Reno
B.A., Spanish, University of Nevada, Reno

Certifications

Broadview Security Home Security Sales
Consulting Skills for Trainers (ASTD)
Crucial Conversations, Certified Facilitator
Development Dimensions International (DDI), Certified IMEX, Targeted Selection and Card Sort Analyst
DiSC, Certified Facilitator
Interactive Strategies for Improving Performance (ASTD)
Through the Eyes of the Customer, Certified Facilitator