
SHAWNTAY M. SKJOLDAGER

Sholmes1@leo.tamu-commerce.edu · (903) 456-3778

SUMMARY OF QUALIFICATIONS

- 10+ years of successful training experience
- Serve on the core management team
- Solid experience in all phases of training; needs analysis, design, development, and implementation
- Excellent communication, presentation, and project management skills
- Exceptional problem solver, driven to succeed with strong interpersonal skills
- Boundless energy, capable of adopting multiple roles simultaneously
- Proven track record for producing positive results

RELEVANT EXPERIENCE

Director of Learning Experiences, October 2010 – Present

International Association of Exhibitions and Events, Dallas, Texas

- Conduct needs analyses and discuss and interact with appropriate committees in order to identify and recommend subjects and topics for educational and professional development programs
- Develop format, content, and curriculum outlines for Association workshops, seminars, video training programs, and other professional development offerings
- Manage and develop session descriptions and secure speakers and moderators for all educational programs
- Work with speakers and moderators on adult education principals, AV and room set up requirements, contracts, expenses, and all other speaker logistics
- Oversee and facilitate education sessions at meetings and co locations around the United States
- Collect historical information on speakers and education programs
- Ensure all audio visual orders, catering orders, telephone line orders, etc. are correct and have been submitted
- Prepare all education materials and session code sheets for shipping
- Direct and develop the CEM professional designation program
- Develop and gather information for the pre-show promotional brochures and on-site show program as assigned
- Serve as staff liaison and support person for committees
- Develop and propose budgets for educational programs and professional development activities, monitor conformance with approved budgets, and report variances
- Work with associations around the world to establish licensee agreements for the use of the CEM Learning Program
- Supervise the CEM Manager and the Education Assistant

Adjunct Professor, Business Communications & Organizational Behavior, August 2009- Present

Texas A&M University – Commerce, Commerce, Texas

- Conduct undergraduate lectures
- Use various teaching aids and methods to convey subject matter
- Assess and record student performance

Training and Development Manager, October 2007- October 2010

Texas A&M University – Commerce, Commerce, Texas

- Provided training services to senior management and 800+ employees
- Identified, planned and executed needs for training, performance, and educational programs to attain organizational objectives and enhance employee development
- Utilized content management system and research methods to develop and deliver face-to-face and e-learning training programs
- Used creative and current instructional design techniques to create eLearning programs, using Articulate (SCORM)
- Integrated new training programs to meet organizational standards and evaluated the programs to maximize employee response, performance and knowledge
- Prepared short and long-term training schedules utilizing a learning management system for scheduling and tracking progress of participants
- Managed multiple projects while working closely with different departments to execute training programs to provide required support resources and knowledge
- Conducted periodic reviews of training programs and materials to determine if modification or improvements were needed and updated as appropriate
- Created participant and facilitator guides, handouts, flyers, and program advertisements
- Distributed weekly training metrics to senior management
- Orchestrated event planning services with a focus on employee needs assessment, site inspection, cost analysis, set-ups, audio-visuals, speaker procurement, reservations, and menu selection for breakfast and luncheon
- Supervised the development of training skills for other campus trainers
- Developed and manage the campus Employee Recognition program
- Implemented and facilitated the campus Rosetta Stone program

Department Head & Team Leader, August 2001 – May 2007

Greenville Independent School District, Greenville, Texas

- Conducted technology training seminars for the campus
- Mentored and trained current and prospective teachers
- Supervised nine teachers
- Developed training programs, timelines, and exams for teachers
- Managed and monitored science budget
- Resolved team issues and conflicts

WORK HISTORY

IT Systems Analyst, October 1999 – April 2001

Alcatel USA, Plano, Texas

- Conducted thorough, in-depth study and analysis of the Alcatel USA Intranet Server Infrastructure with the goal of reducing costs by eliminating excess servers, redundant processes, and code generation
- Assisted DBA project manager with Oracle 8i Conversion Project
- Participated in Project Coordination meetings, acting as coordination tracker and recorder and reported project activity
- Special projects included developing metrics and tracking statistical averages for the Senior Director of Operations.

EDUCATION

Master of Science in Training & Development, May 2010

Texas A&M University – Commerce, Commerce, Texas, GPA: 4.0

Master of Business Administration, December 2008

Texas A&M University – Commerce, Commerce, Texas, GPA: 3.5

Bachelor of Business Administration in Management Information Systems, December 2000

Texas A&M University – Commerce, Commerce, Texas, GPA: 3.3

PROFESSIONAL MEMBERSHIPS

American Society for Training and Development

Dallas Chapter of the American Society for Training and Development

Toastmasters