

Sharron Bauer

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Profile

Dynamic Learning & Development professional with extensive experience in designing and implementing impactful training programs across diverse sectors. Successfully led learning initiatives at NCH and Evolution Parking, enhancing learner engagement and achieving significant cost savings. Skilled in leveraging technology and adult learning principles to drive organizational growth and performance improvement.

Experience and Achievements

NCH (Naples Comprehensive Healthcare)

Naples, FL (remote)

Instructional Designer, Organizational Development

Mar '24 - Dec '24

- Nationally recognized non-profit quality Healthcare provider -2 hospitals and 12 medical facilities in Southwest Florida; 5,000 learners; Impacted by company-wide layoff.
- Direct collaboration with senior executive cross-functional team, piloting formal leadership mentor program and inaugural select leadership program cohort group called President's Forum of Excellence (application based admittance).
- Introduced a formal eLearning training design process, with intake forms, project planning, action mapping and project management, leveraging current Microsoft products.
- Mentored junior instructional designers highlighting adult learning theories and key software technology training.
- Crafted eLearning, micro-learning and training aids for enterprise level system software and HR system software, collaborating with subject matter experts and stakeholders.
- Graphic design of branded eLearning template, logos and digital badge graphic images for all learning programs.
- LMS Administrator; maintenance of courses, system and reporting. Responsive to learner technical issues.

Evolution Parking & Guest Services

Tampa, FL

Learning & Development Manager

Feb '22 - Jan '24

- National Luxury Hospitality Valet Services with 60+ sites. Report to SVP, Human Resources; 1,000 learners
- Planned and Implemented Strategy, Created Content, Led Quality Assurance Program, Managed Resources and Budget.- Content: Forbes Travel Guide Standards, front line workforce skills, safety, new hire, discrimination/harassment, software and management leadership program.
- Drive Corporate Initiative, Succession Planning Strategy, "Grow from Within": partnered with HR, crafted, facilitated and overseen emerging and executive leadership blended learning program to achieve succession planning at site levels; established formal mentor program for readiness to senior leadership levels.
- Expanded Learning Strategy Implementation: constructed learning and development enterprise-wide solutions with a competency-based system for front line and management. Instituted refresher daily pre-shift huddle activities and messaging through communication software plus on-going formal and informal coaching opportunities that are trackable.
- Extensive Internal/External Quality Assurance Program: goal of continuous skill improvement through coaching - constructed to ensure specific technical execution of customer service standards and safety skills for front line team members. Instituted digital format for coaching and tracking progress. Oversaw external secret shop vendor. Lead monthly check-in meetings with site leadership to troubleshoot areas that need specific retraining/management over-site to improve performance.
- Creative Virtual Instructor Led and On-Site Training Events: designed and facilitated virtual training which creatively engaged team members utilizing TEAMS and Zoom platforms. Instituted weekly "Lunch & Learn" series for managers; content covering specific areas of department process, software and leadership topics. Facilitated on-site event training as needed for refresher and new program launches.

- Reduced costs by \$25,000. Designed, constructed & maintained SharePoint Intranet Site: resources available in topic format bringing efficiency to retrieving and reviewing information and resources. Generated resources in micro-learning video format, as well as standard digital checklists and SOP documentation.
- Saved \$9,000 Per Year, Modernized Process with Digital Format/Forms: increased efficiency of delivering reinforcement learning content to supervisors, to review with their teams, digital interactive activities and safety and service standards messaging which changed daily. Reduced email overload for gathering information and daily tasks through digital forms. Yielded trackable compliance reporting. Replaced expensive software and streamlined processes so that corporate and field sites could interact efficiently for significantly less money.
- Saved \$30,000 per year, Vendor Review: LMS Administrator and Compliance Reporting; conducted vendor review finding a partner that fit needs better without losing any features AND saving money. Negotiated fee based on actual users per month versus total users. On-boarded new LMS system, directed content, address user issues, and report compliance weekly to site and executive leadership. Supervised integration with HRIS.
- Internal Company Communications Administrator: initiated and coordinated content in software (OurPeople) which sends email, push and SMS notifications to team members who do not have company email (95% of employees). Resolved user issues. Supervised integration with HRIS. Supervised company recognition program which is promoted through communication software.

Coca-Cola Beverages Florida

Tampa, FL (remote)

Talent & Performance Specialist

Jul '21 - Feb '22

- Manufacturing, Distribution & Marketing, Beverage Company, Florida, 3500 learners
- Learner Focused Training Designer, eLearning Content Creator: Partnered with various department subject-matter experts to design and deliver content that is relevant and engaging for learners. With content for OSHA, FDA and DOT safety challenges, as well as custom software requiring simulations and micro-learning opportunities. eLearning content creation software: Articulate Storyline, Camtasia, VYond and Microsoft Power Point.
- Certified Leadership Facilitator: Certified facilitator, Franklin Covey 5 Choices, Time Management Essentials and other in-house leadership training for emerging and current managers.
- LMS Administrator. Aggressively implemented compliance reporting initiatives.
- Performance Management within HR system: established consistent role specific KPI's and managed monthly process for all departments.

Girl Scouts of West Central Florida

Tampa, FL

Adult Learning Manager

Jul '16 - Jul '21

- Nonprofit, Regional (8 counties), 5600 learners
- Department Management: managed team of 40 including eLearning content creators, trainers/facilitators, and admin support. Administer projects, schedules and budgets. LMS Administrator responsibilities.
- Partnered with executive subject matter experts to develop and enhance cross-departmental training programs, resulting in a 30% increase in employee engagement. Produced on-demand webinars and scenario-based e-learning modules, as well as virtual and instructor-led training sessions.
- Evaluation and Improvement: evaluated training designs and expected outcomes against actual demonstrated learning. Identified opportunities for improvement with engaging and impactful results.
- Formal Recognition Program and Event: planned, managed and executed the annual formal Girl Scout Adult Recognition Awards process from initial nomination stage, promotion of awards, volunteer committee review, through final Board of Director's approvals of nominations and execution of awards event with over 350 attendees.

Education

James Madison University

Bachelor, Business Administration | Marketing

Certifications

Adult Learning Certificate Association Talent Development (ATD)	2021
Diversity, Equity, Inclusion in Business Certificate University of South Florida	2021
Post Crisis Leadership Certificate University of South Florida	2020
Volunteer Management Certificate Nonprofit Leadership Center (NLC)	2019

Skills

Action Mapping · Adult Learning Principles, ADDIE · Articulate; Storyline & Rise; Vyond · Blended Learning · Budget Management · Canva · Corporate Communications · Data Analysis · Digital Forms · e-learning content creation · Event Management · Executive Leadership training · Front-line skills training · LMS Administrator, Docebo, Litmos, Brainier, HealthStream · Mentor Program Development · Quality Assurance Program Administration · SCORM · SharePoint & Microsoft Office Suite · Training Strategy & Instructional Design · Video Editing, Camtasia · Virtual Facilitation, TEAMS, Zoom, Adobe Connect