

Christy Lock

Chicago, Illinois & Orange Beach, Alabama
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HIGHLIGHT OF QUALIFICATIONS

- Demonstrated attention to detail, initiative, and adaptability in the development and implementation of high-quality, interactive learning experiences in corporate and higher education settings
- Supports cross-functional projects that align business initiatives with learning system solution designs
- Innovative development of engaging media for residential, virtual, and blended learning programs with Camtasia, Rise, Microsoft Office, Vyond, and various Learning Management Systems
- Proficiency in facilitating participation and evaluation for learning solutions: online leadership courses, mentoring, collaborative learning, tutoring, workshops, professional development, and career coaching
- Exceptional collaboration skills with the ability to work with a variety of diverse populations of administrators, scientists, employees, subject matter experts, and community partners
- Knowledgeable about instructional design principles, learning theory, program assessment, and performance improvement processes

EDUCATION

University of South Alabama; Mobile, AL

Master of Science in Instructional Design and Development, December 2020

Human Performance Improvement Certificate, November 2020

Auburn University; Auburn, AL

Master of Education in Administration of Higher Education, May 2010

Bachelor of Arts in Communication, December 2008

RELATIVE EXPERIENCE

Sr Talent Management Specialist, January 2023 – Present

Gilbane Building Company, Chicago, IL (Hybrid)

- Contributes to the strategy, talent lifecycle process, and programs associated with Learning and Talent Management at a construction management company
- Leads Manager Essentials, a six-month program for first-time managers surrounding Gilbane's core leadership competencies
- Designing leadership development programs for individual contributors and aspiring leaders to support retention efforts, career growth opportunities, and skill building for early talent.
- Coordinating the redesign of Learning and Talent Management evaluation and reporting processes to better align with business objectives and program outcomes

Learning & Development Specialist / Instructional Designer, May 2019 – Present

Volkert, Inc., Mobile, AL (Remote)

- Serves as the first learning and development professional to develop corporate learning curricula that align with the company's mission and support business goals
- Conducts needs assessment to determine a talent development strategy at a civil engineering and professional services firm with 1200 employees across 25 states
- Evaluate, select, and implement the company's first Learning Management System to enhance educational resources for employees and optimize training, licensing, and certification data
- Design, develop, implement, and evaluate virtual and residential learning programs: Emerging Engineers Leadership Curriculum, Project and Operations Management Program, ESOP Video Series, Annual Compliance, Volkert Streams, New Hire Training, Cost Estimating Tool Tutorials
- Produce video tutorials and instructor-led training materials for transportation engineering clients
- Create infographics and presentations to capture attention and engage learners on various topics
- Collect and analyze employee data to recommend future talent programming to company leadership

Assistant Director of Academic Success; May 2016 – April 2019

Student Academic Success, University of South Alabama, Mobile, AL

- Oversaw and managed Learning Suite operations including First Year Experience, tutoring for over 80 courses, mentoring, academic coaching, workshops, and leadership training
- Launched the Success Summit, an interactive conference for 250 first-year students each fall
- Collaborated with campus partners and faculty to develop, implement, and assess learning programs that resulted in a 14% increase in participant retention from year one to year two
- Hired, supervised, and evaluated approximately 90 employees to support programming each semester
- Taught *CAS 100: First Year Experience*, a class of 25-30 students each semester

Assistant Director of Learning and Tutoring Programs; August 2013 – April 2016

Center for Academic Success, Georgia Institute of Technology, Atlanta, GA

- Managed, developed, assessed, and reported on academic support programs and services that were offered to approximately 15,000 undergraduate students
- Managed operations and logistics of STEM tutoring facilities, technology, and learning resources
- Coordinated and directed all academic and social aspects of Tech Prep, a 10-day, residential, Calculus enrichment program for 70 incoming freshmen each summer
- Managed \$90,000 budget for Tutoring and Peer Learning Programs and \$65,000 for Tech Prep
- Provided leadership and reporting for a Complete College Georgia Innovation Grant in collaboration with Physics faculty to provide Supplemental Instruction in flipped physics classrooms
- Supervised and provided performance evaluations for Administrative Professionals, Academic Coordinators, Graduate and Undergraduate Interns, 85-100 tutoring staff each semester
- Gained Level III College Reading and Learning Association (CRLA) Certification for Center
- Collected and analyzed data to prepare monthly reports for learning and tutoring programs

Academic Support Coordinator; January 2013 – August 2013

Center for Academic Success, Georgia Institute of Technology, Atlanta, GA

- Planned, provided direction to, and assessed ongoing learning programs: PLUS/Supplemental Instruction, 1-to-1 Tutoring, and Commons Tutoring in the absence of an Assistant Director
- Coordinated all academic and social aspects of Tech Prep, a 10-day, residential, Calculus enrichment program for 31 incoming freshmen prior to the start of the fall semester
- Served as point of contact for TutorTrac Software and appointment scheduling for the Center for Academic Success and other support programs on campus
- Taught CETL 2001: *Fundamentals of Tutoring* and conducted training under CRLA guidelines
- Submitted 350-page application and gained Level III CRLA Certification
- Collected and analyzed data to prepare reports for learning and tutoring programs
- Taught GT1000: *First-Year Seminar* to 25 incoming freshmen to assist in their transition to college

KEY SKILLS

Learning Strategy

- Alignment of learning programs with business strategy, defining program scope and capabilities, developing KPIs, creating role-centric learning experiences, data-informed solutions, connections to performance management and succession planning, ROI

Instructional Design

- Project management, collaboration, and relationship building, needs analysis, set objectives and key performance indicators, instructional media and material design for maximum engagement (presentations, e-learning, job aids, participant guides, videos, webcast), marketing, program implementation, formative and summative evaluation, impact reporting
- Guiding frameworks: Dick and Carry Model (ADDIE with Agile approach), ARCS Model, Bloom's Taxonomy, Gagne's Nine Events of Instruction

Teaching, Training, Coaching

- Gallup Certified Strengths Coach, experienced college instructor, corporate trainer, career coaching and leadership development for early to mid-level professionals, curriculum design to business needs, self-guided learning, collaborative learning, E-learning development and implementation, webinar moderator, charismatic and empathetic leadership, life-long learner

Technology Applications:

- Learning Management Systems (Sakai, Canvas, Journey LMS), Microsoft 365, Google Suite, Camtasia, Rise, Storyline, Audacity, Adobe Connect, Zoom, Microsoft Teams, Canva

Event Planning

- Logistics coordination of in-person and virtual conferences, multi-unit collaboration, presenter coordination, scheduling, budget management, branding, marketing, technology coordination, catering management, customer service