

ANTOINETTE ROLDAN, M.A.

Results-oriented, visionary leader with a strong track record of performance in high-paced organizations. Utilizes exceptional leadership skills and a highly analytical approach to drive organizational improvements. Superior interpersonal skills; capable of building a highly functional team and motivating staff to peak performance. Additional areas of expertise include:

- Project Management (PMI cert. in progress)
- Analytics & Reporting
- Mentoring & Coaching
- Training Delivery
- Process Design & Productivity Improvement
- Policy and Procedure Development
- Strategic and Tactical Planning
- Instructional Design/Technical Writing

PROFESSIONAL EXPERIENCE

COUNTRYWIDE HOME LOANS

2003-Current

VP Training and Performance Development

Led design and development department responsible for creating curricula for 7 key areas in the division. Expanded capabilities to video, voice-over, radio, desktop television, and computer simulated productions. Established project management methodology, key analytics and processes to streamline project timelines and increase production economies of staff. Challenged to increase the productivity and efficiencies of the department; notable achievements follow:

- In response to a project queue that doubled, greater project complexity, and increased client base; implemented an iterative design process and extreme development strategies in order to meet project demands. This resulted in an increase of project completions from 234 projects to 428 projects in one year.
- Challenged to reduce a design cycle in excess of 45 days, streamlined design cycle, established service level agreements, and created templates. Result was a 56% reduction in design cycle. Time to market was reduced to 25 days (on average).
- Implemented a comprehensive upfront analysis and needs assessment process to reduce deliverable rework and to better manage client expectations. Rework decreased from 33% to < 5%. Client satisfaction scores rose by 56%.
- In response to “average” ranked quality of deliverables established a QA function which reduced QA time by 81% and increased quality scores to “exceptional,” a 28% improvement.
- Implemented new certification testing system to improve scalability and stability and to increase learning outcomes, costing < \$ 1 per user.

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EARTHLINK NETWORK

2002-2003

West Coast Regional Training Manager, ISP

Directed training for a national/regional sales force. Managed delivery and instructional design projects for national/regional based trainers for delivery to 4 nationwide call centers targeting 500-700 sales agents.

- Managed more than 50 training initiatives accounting for over 5000 training hours in 2002.
- Implemented a comprehensive, standardized train-the-trainer program increasing quality of delivery by 27%.
- Instilled measurable, scalable trainer objectives increasing productivity by 30% and increasing client satisfaction by 46%.
- Increased production of sales staff by 18% through delivery of full cycle sales training program.
- Developed and monitored project plans: timelines, goals, dependencies, milestones for short-term and long-term projects.

MONROVIA NURSERIES

2001-2002

Consultant

Retained for the rollout of a new, customized inventory control system.

- Facilitated design and implementation of workflows, exceptions, and process maps.
- Advised on change management strategy.
- Conducted usability testing, end-user training, and management training.

SAGEMETRICS CORPORATION

2000-2001

Technical Writer, E-business intelligence solution provider

- Established and managed technical writing department; designed all documentation templates, standards, methodologies.
- Designed training curriculum, end-user manuals/guides which improved client use of the system and increased productivity.
- Initiated workflow and policy & procedures manuals which improved customer relationship and improved customer retention.

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EARTHLINK

1999-2000

Manager of Assessment and Instructional Design

- Directed all training projects for delivery to 9-12 call centers nationwide affecting 5 key departments: technical, broadband, sales, & service.
- Successfully launched and directed the transition of paper based training to multimedia/CD-ROM based, saving approximately \$27000 per quarter, reducing material costs by 1/10th.
- Supervised development of all training curricula: online, instructor led, multimedia courses, 5-10 different curricula, increasing agents knowledge by 20%.

GENERAL NETWORKS CORPORATION

1996-1999

Consultant, Network Systems Integrator

- Performed a wide -range of functions including project manager, instructional designer, technical writer, systems support .
- Managed project budget and resource hours: for the entire project, by phase and by discipline; one project netted over 3000 hours.
- Administered software development projects and hardware rollout projects, ranging in length from one month to greater than one year.
- Coordinated and actively participated in all phases of project: project planning, design, development, testing and quality assurance, deployment, training and support, status meetings .

EDUCATION

M.A. Psychology – Occidental College

June 1996

B.A. Psychology- Occidental College

June 1992

MEMBERSHIPS & AFFILIATION

- Project Management Institute, PMI
- Alumni-in-Admission, Occidental College
- American Society for Training & Development, ASTD