

KRISTINA SMITH

5310 Taylor Street, Bladensburg, MD 20710 | C: 240-535-0605 | tinasmith613@comcast.net

Summary

Director of Training & Development driven to improve performance, manage the training function; both technical operations and customer service, partnered with senior leadership to develop leaders to fill vacancies in-house; design and deliver training to promote mid-level managers to senior managers, coached training and operations managers to improve productivity and decrease turnover. Acted as internal consultant to assist senior management with meeting business objectives. Conducted focus groups to determine areas of opportunity to improve business results and increase employee engagement. Provided recommendations to Operations Teams re: best in class training initiatives that translated training into improved performance. Facilitated change management in order to minimize employee disengagement and maintain organization's forward progress. Assisted in overseeing the Employee Onboarding program for new hires. Strategically partnered with leaders to ensure training coincided with future organizational destination.

Highlights

- Change management skills
- Coaching skills
- Management skills
- Keen process improvement skills
- Exceptional employee relations skills
- Hiring and retention skills
- Training and development
- New hire orientation skills
- Administering Instrument skills
- Employee engagement skills
- Facilitation skills
- Negotiations skills

Accomplishments

- Designed, delivered and facilitated cross functional training for supervisors to be eligible for managerial positions. 6 supervisors (out of 14) promoted to managers.
- Training staff charged with not just delivering "class room training" but increasing business results.
- Training staff "coached" and/or designed training to improve performance by customer service or technical operations teams.
- Facilitated training staff's use of business reports to evaluate what front-line team members needed assistance above and beyond class room training.
- Coached training managers to train their team members to meet with their business customers to assess what additional assistance was needed to improve business results.
- Designed and delivered change management initiatives as new strategic directions were employed.

Experience

Concordia Gaithersburg	Nov 2015 to Current
All in Good Company, LLC Washington, DC	Feb 2010 to Nov 2015
Director of Training - Comcast Cable Silver Spring, MD	Nov 2008 to Feb 2010
Training Manager - Comcast Cable Silver Spring, MD	Sep 2006 to Nov 2008
Training Supervisor - AT&T Cable Washington, DC	Jun 2000 to Sep 2006

Trainer - TCI Cable
Baltimore, MD

Apr 1996 to Jun 2000

HR Generalist
Baltimore, MD

Jan 1995 to Apr 1996

Education

Organization Development

Johns Hopkins - Baltimore, MD, USA

1.5 years Graduate training in Organization Development & Change Management

Speech Pathology

Emerson College - Boston, MA, USA

Affiliations

American Society for Training & Development

Women in Cable

Emerge, Inc (serves people with disabilities)